



Republic of the Philippines
Department of Health
CENTRAL OFFICE BIDS AND AWARDS COMMITTEE

REQUEST FOR BEST AND FINAL OFFER

This is in reference to the Department of Health's Negotiated Procurement (Two Failed Biddings) for the Procurement of Hyper Converged Infrastructure (HCI) Renewal of Virtualization Software Licenses, Support and Services under NP No. 2022-052-A.

The Central Office Bids and Awards Committee (COBAC)– C is requesting for the submission of Best and Final Offer for the lot listed below with a Total Approved Budget for the Contract (ABC) of Twenty Two Million Philippine Pesos (PhP22,000,000.00), to wit:

Lot No.	Particular	Quantity/Unit	Total ABC (PhP)
1	Hyper Converged Infrastructure (HCI) Renewal of Virtualization Software Licenses, Support and Services	1 Lot	22,000,000.00

Attached are the Schedule of Requirements, Price Quotation form, Terms of Reference, Checklist of Technical and Financial Documents, and the Technical Specification form indicating the actual requirements for this engagement.

The following shall be submitted in sealed envelopes, one (1) original and two (2) duplicate copies, marked as "Original", "Copy 1", and "Copy 2" and shall be true copy of the original certified by the bidder or his duly authorized signatory at the **COBAC Conference Room, Ground Floor, Bldg. No. 6, Department of Health, San Lazaro Compound, Sta. Cruz, Manila** on or before **01 December 2022 at 9:00 AM**, addressed to the undersigned:

1. Price Quotation, inclusive of taxes using the attached form and Price Proposal (Annex A);
2. Duly accomplished and signed Technical Specifications using the attached form;

NOTE: The supplier shall indicate the page(s) where the specific technical data in **each** technical specification can be found and attach these documents referred to with this form.

3. Duly signed Schedule of Requirements using the attached form, including the signed Terms of Reference;
4. Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages) in accordance with Section 8.5.2 of the 2016 Revised IRR of RA No. 9184;
5. Statement of **ALL** its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid; **and**
6. Statement of the Bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid within five (5) years from the Submission and Opening of Bids, must be at least fifty percent (50%) of the ABC.

For this purpose, similar contracts shall refer to Hyper Converged Infrastructure and/or Hypervisor

7. The Bidder must submit a computation of its Net Financial Contracting Capacity (NFCC) which must be at least equal to the ABC to be bid, calculated as follows:

NFCC = [(Current Assets minus Current Liabilities) (15)] minus the value of all outstanding or uncompleted portions of the projects under on-going contracts, including awarded contracts yet to be started coinciding with the contract to be bid.

The values of the domestic bidder's current assets and current liabilities shall be based on the latest Audited Financial Statements submitted to the BIR.

OR

If the prospective bidder submits a Committed Line of Credit (CLC), it must be at least equal to ten percent (10%) of the ABC to be bid issued by Universal or Commercial Bank; Provided, that if the same is issued by a foreign Universal or Commercial Bank, it shall be confirmed or authenticated by a local Universal or Commercial Bank.

NOTE:

In case of a Joint Venture Agreement (JVA), the entity using its Audited Financial Statement (AFS) shall submit a statement of its on-going contracts including contracts awarded and not yet started, if any, provided that, its on-going contracts shall be reflected in the computation of NFCC. Provided further, that the Current Assets and Current Liabilities of foreign bidders shall be based on their AFS accomplished in compliance with International Financial Reporting Standards (Circular 02-2014 dated 20 June 2014 pursuant to GPPB Resolution No. 14-2014 dated 20 June 2014).

8. If applicable, valid Joint Venture Agreement (JVA) in case of the joint venture is already in existence. *In the absence of a JVA, duly notarized statements from all the potential joint venture partners should be included in the bid*, stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful. *Failure to enter into a Joint Venture in the event of a contract award shall be ground for the forfeiture of the bid security (2016 Revised IRR of RA No. 9184).*

NOTE:

Based on ITB Clause 24.6, in case of a JVA, each partner shall submit its Valid and current Certificate of PhilGEPS Registration and Membership – Platinum

9. Original duly signed Omnibus Sworn Statement (OSS);
10. Duly notarized authority of the signatory, whichever is applicable:
 1. Secretary's Certificate (i.e. Corporation; Joint Venture Agreement); or
 2. Special Power of Attorney (i.e. Sole Proprietor; Partnership).

Acceptability of *Unnotarized Omnibus Sworn Statement and Authority of the Signatory subject to compliance therewith after award of contract but before payment, for procurement activities during a State of Calamity, or implementation of community quarantine or similar restrictions declared or being implemented either in the locality of the PE or of the Bidder. (GPPB Resolution No. 09-2020)*

NOTE: Bidders may submit their bid proposal on or before **02 December 2022 at 9:00 AM** to the COBAC-C Secretariat through any of the following options:

1. In printed copy to be submitted at the *G/F, Bldg. No. 6, Department of Health, San Lazaro Compound, Sta. Cruz, Manila*; or

2. In soft copy via e-mail to cobacc@doh.gov.ph **provided that it complies with the following condition:**

- i. It should be in a clear .PDF/.IMG/.JPG/.TIFF/.GIF/.PNG format, and shall be in password protected Bidding Documents in compressed archive folders *pursuant to GPPB Resolution No. 09-2020 and Section 25.1 of the 2016 Revised IRR of RA No. 9184;*
- ii. A generated bid receipt page or email acknowledgement indicating the time of submission must be secured and printed as a reference;
- iii. The documentary requirements are arranged accordingly based on the Eligibility Checklist using the standard file name indicated therein.
- iv. *For electronic bid submission, the password for accessing the Bidding Documents will be disclosed by the Bidders only during the actual bid opening which may be done in person or face-to-face through videoconferencing, webcasting or similar technology (GPPB Resolution No. 09-2020 and Section 29 of the 2016 Revised IRR of RA No. 9184)*

The BAC shall open the bid envelopes using a non-discretionary “pass/fail” criterion. *In case of electronic bid submission, Bidding Documents not in compressed archive folders and are not password protected, shall be rejected. However, bid envelopes that are not properly sealed and marked or not properly compressed and password-protected, as required in the Request for Best and Final Offer, shall be accepted, provided that the bidder or its duly authorized representative shall acknowledge such condition of the bid as submitted. The BAC shall assume no responsibility for the misplacement of the contents of the improperly sealed or marked bid, or improperly compressed or password-protected folder, or for its premature opening. (GPPB Resolution No. 09-2020 and Section 25.9 of the 2016 Revised IRR of RA No. 9184)*

Further, once the Community Quarantine is lifted or the Bidder is determined as the Single/Lowest Calculated and Responsive Bid, whichever comes first, the Bidder shall submit three (3) sets of printed copies of the eligibility documents, certified as such by the bidder or his duly authorized representative.

The Single/Lowest Calculated Bid (S/LCB) shall submit **three (3) sets of true copies of the original certified as such by the bidder or his duly authorized signatory** within a **non-extendible period of five (5) calendar days** from receipt of the notification **arranged, numbered and tabbed as enumerated below:**

- (a) Latest Annual Tax Return filed thru Electronic Filing and Payment Systems (EFPS) and must be duly validated with the tax payments made thereon for the preceding Tax Year be it on a calendar or fiscal year income (per Revenue Regulations 3-2005);
- (b) Latest Business Tax Return filed thru Electronic Filing and Payment System (EFPS) duly validated with the tax payments made thereon also refers to the Value Added Tax (VAT) or Percentage Tax Returns covering the previous **six (6) months** (per Revenue Regulations 3-2005);

The latest income and business tax returns are those within the last six months preceding the date of bid submission

- (c) Articles of Incorporation and General Information Sheet (GIS), in case the Bidder has submitted a SEC registration in its PhilGEPS Certificate of Platinum Membership, if applicable;

NOTE:

1. *In case of a JVA, each partner shall submit letter (a) to (c) Post-qualification Documentary Requirements (GPPB NPM 006-2010 dated 04 February 2010).*
2. *In case of award, kindly send a soft copy of the Technical Specifications being offered (in “Word” and “PDF”) to this email address: cobacc@doh.gov.ph*

Failure of the Bidder declared as S/LCB to duly submit the requirements stated above or a finding against the veracity of such shall be ground for forfeiture of the bid security and disqualify the Bidder for award.

Posting of Performance Security is required upon issuance of Notice of Award. Performance security shall be limited to the following categories below that bidder may opt to use, denominated in the Philippine Pesos and posted in favor of the Procuring Entity not less than the required percentage of the total contract price in accordance with the following schedule:

Form of Performance Security	Amount of Performance Security (Not less than the required Percentage of the Total Contract Price)
a) Cash/Cashier's/manager's check issued by a Universal or Commercial Bank.	Five percent (5%)
b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank.	
c) Surety bond callable upon demand issued by a surety or insurance company duly certified by <i>the Insurance Commission as authorized to issue such security.</i>	Thirty percent (30%)

*In consideration of the limited access to financial institutions, regulatory and other offices, as well as the implementation of government restrictions on transport and travel, bidders are allowed to submit Performance Securing Declaration (PSD) in lieu of a performance security to guarantee the winning bidder's faithful performance of obligations under the contract, for procurement activities during a State of Calamity, or implementation of community quarantine or similar restrictions declared or being implemented either in the locality of the PE or of the Bidder, subject to the following **using the prescribed form:***

- (a) Similar to the PSD used in Framework Agreement, such declaration shall state, among others, that the winning bidder shall be blacklisted from being qualified to participate in any government procurement activity for one (1) year, in case of first offense or two (2) years, if with prior similar offense, in the event it violates any of the conditions stated in the contract.
- (b) An unnotarized PSD may be accepted, subject to submission of a notarized PSD before payment, unless the same is replaced with a performance security in the prescribed form, as stated above; and
- (c) The end-user may require the winning bidder to replace the submitted PSD with a performance security in any of the prescribed forms under Section 39.2 of the 2016 Revised IRR of RA No. 9184 upon lifting of the State of Calamity, or community quarantine or similar restrictions, as the case may be. (**GPPB Resolution No. 09-2020**)

The Performance Security shall be valid until the issuance of the Certificate of Inspection and Acceptance Report by the Department of Health (DOH) which must form part of the terms and conditions of *the Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank or Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security* when opted to be used by the bidder. Otherwise, the award of contract shall be cancelled without prejudice of the institution of blacklisting proceeding or other administrative cases, civil or criminal cases with the forfeiture of the bid security.

Pursuant to Section 62.1 of the 2016 Revised IRR of RA No. 9184 a warranty security shall be required from the contract awardee for a minimum period of one (1) year, in case of Non-Expendable Supplies, after acceptance by the Procuring Entity of the delivered supplies.

The Obligation for the warranty shall be covered by either retention money in an amount equivalent to at least one percent (1%) of every progress payment, or a special bank guarantee equivalent to at least one percent (1%) of the total contract price. The said amounts shall only be released after the lapse of the warranty period or, after the consumption thereof: Provided, however, that the supplies delivered are free from patent and latent defects and all the conditions imposed under the contract have been full met.

sgd

KENNETH G. RONQUILLO, MD, MPH, CESO III

Undersecretary of Health

Chairperson, COBAC-C

PRICE QUOTATION

**PROCUREMENT OF HYPER CONVERGED INFRASTRUCTURE (HCI)
RENEWAL OF VIRTUALIZATION SOFTWARE LICENSES, SUPPORT AND
SERVICES
NP NO. 2022-052-A**

Lot No.	Item Description	Qty./Unit	Unit Cost (PhP)	Total Cost (PhP)
1	Hyper Converged Infrastructure (HCI) Renewal of Virtualization Software Licenses, Support and Services	1 Lot		

- All price offered (unit price and total bid price) must be typed or written in indelible ink.
- Price validity shall be for a period of Ninety (90) calendar days.

After having carefully read and accepted your conditions, I / We quote you on the item/s at prices noted above.

Signature over Printed Name
[date of signing]

In the capacity of : [title or other appropriate designation]
Duly authorized to sign bid for and on behalf of : [Name of Company]
[Complete office address]
[Telephone No. / Fax No.]
[Email Address:]

PRICE PROPOSAL ANNEX “A”

COST DETAILS	AMOUNT
a. One-time payment for one (1) year Server Virtualization software licenses renewal	
b. One (1) year unlimited Production Support and Service Coverage	
c. Designation of one (1) TAM per Regional site	
i. Every three (3) months remote-system check-up	
ii. Professional Staff	
iv. Documentation	
v. Other miscellaneous expenses (SPECIFY)	
Sub-Total	
Taxes	
GRAND TOTAL	

Signature over Printed Name
[date of signing]

In the capacity of : [title or other appropriate designation]
Duly authorized to sign bid for and on behalf of : [Name of Company]
[Complete office address]
[Telephone No. / Fax No.]
[Email Address]

Schedule of Requirements

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

Lot No.	Description	Quantity/ Unit	Total ABC (PhP)	Delivery Site	Contract Duration
1	Hyper Converged Infrastructure (HCI) Renewal of Virtualization Software Licenses, Support and Services	1 lot	22,000,000.00	Refer to the attached allocation list	Within one (1) year upon receipt of the approved Notice to Proceed (NTP).

***Please include the attached Terms of Reference with signature of the authorized representative as part of the submission of the bid proposal.**

Signature over Printed Name
[date of signing]

In the capacity of : [title or other appropriate designation]
Duly authorized to sign bid for and on behalf of : [Name of Company]
[Complete office address]
[Telephone No. / Fax No.]
[Email Address]

ALLOCATION LIST

No.	DOH Hospitals	Address	Contact Person	Position	Contact Number
1.	Quirino Memorial Medical Center	QMMC Compound, Project 4, Q.C.	Joma Roque P. Revilla	Admin. Officer V	09338577789
2.	Mariano Marcos Memorial Hospital and Medical Center	Batac, Ilocos Norte	Dennis M. Rubio	Computer Maintenance Technology III	09422515707
3.	Baguio General Hospital & Medical Center	BGHMC Cmpd., Baguio City	Maritess N. Baloran	Information Technology Officer II	09561256601
4.	Bicol Medical Center	Naga City, Camarines Sur	Dominic Tapan	CMT III	09058204040
5.	Western Visayas Medical Center	Mandurriao, Iloilo City	Jenice Narido	CMT III	09688561906
6.	Bicol Regional Training & Teaching Hospital	Legaspi City	Jefferson Ng	CMT II	09919176551
7.	Northern Mindanao Medical Center	Capitol Cmpd., Cagayan De Oro City	Neil Valmorida	CMT II	09176770555
	Centers for Health Development (CHD)	Address	Contact Person	Position	Contact Number
8.	Calabarzon CHD	QMMC Compound, Project 4, Q.C.	John Nolasco F. Sunga	CMT II	09066096732
9.	Mimaropa CHD	QMMC Compound, Project 4, Q.C.	Ricardo Malubag	CMT III	09178895308
10.	Central Luzon CHD	San Fernando City, Pampanga	Archy Briones	CMT III	09332828277
11.	Western Visayas CHD	Mandurriao, Iloilo City, Iloilo	Arthur Safra	CMT III	09452165734
12.	Central Visayas CHD	Osmeña Boulevard, Cebu City	Reyan Sugabo	CMT II	09359504269
13.	Northern Mindanao CHD	Carment, Cagayan De Oro City	Roylan Q. Bardilas	CMT III	09177773576
14.	Davao CHD	Bajada, Davao City	Jomar Agana	CMT III	09195623767
15.	Soccsksargen CHD	ORG Compound, Cotabato City	Garizaldy Epistolla	CMT III	09952100782

TERMS OF REFERENCE

I. Proposed Procurement Project Name: Hyper Converged Infrastructure (HCI) Renewal of Virtualization Software Licenses, Support and Services

II. ABC: PhP 22,000,000.00

Background and Rationale:

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.

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.

However, the licenses for the HCI Server Virtualization Software for the seven (7) CHDs and eight (8) DOH Hospitals was expired on July 8, 2021 and August 8, 2022 respectively. To ensure that the CHD's and DOH Hospital's HCI and Server virtualization implementation is fully operational and maintains its 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.

The solution will be a comprehensive twelve (12) months preventive/corrective maintenance of the Virtualization Platform and Software Licenses, Support and Service for one (1) year, including upgrade and updates from the existing hypervisor version to latest version.

III. Objective/s:

To provide one (1) year Server Virtualization software licenses, including upgrade and updates from the existing hypervisor version to latest version with production support and subscription services.

IV. Scope of Work:

The Prospective Bidder shall provide the following services:

A. One (1) year Server Virtualization software licenses on the fifteen (15) HCI Equipment with Support and Services (preventive and corrective maintenance) of the following eight (8) DOH Hospitals and seven (7) CHDs and provide upgrade and updates from the existing hypervisor version to latest version as needed at:

1. Centers for Health Development (CHD) and Hospitals within Metro Manila
 - a) Centers for Health Development
 - i. Calabarzon CHD – QMMC Compound, Project 4, Q.C.
 - ii. Mimaropa CHD – QMMC Compound, Project 4, Q.C.
 - b) DOH Hospitals
 - i. Quirino Memorial Medical Center – QMMC Compound, Project 4, Q.C.
2. Centers for Health Development and Hospitals Outside Metro Manila
 - a) Centers for Health Development
 - i. Central Luzon CHD – San Fernando City, Pampanga
 - ii. Western Visayas CHD – Mandurriao, Iloilo City, Iloilo
 - iii. Central Visayas CHD – Osmeña Boulevard, Cebu City
 - iv. Northern Mindanao CHD – Carment, Cagayan De Oro City

- v. Davao CHD – Bajada, Davao City
 - vi. Soccsksargen CHD – ORG Compound, Cotabato City
- b) DOH Hospitals
- i. Mariano Marcos Memorial Hospital and Medical Center – Batac, Ilocos Norte
 - ii. Baguio General Hospital & Medical Center – BGHMC Cmpd., Baguio City
 - iii. Bicol Medical Center – Naga City, Camarines Sur
 - iv. Western Visayas Medical Center – Mandurriao, Iloilo City
 - v. Bicol Regional Training & Teaching Hospital – Legaspi City
 - vi. Northern Mindanao Medical Center – Capitol Cmpd., Cagayan De Oro City
- B. The PB shall provide one (1) certified VMware Technical Account Manager (TAM) for this project that will conduct quarterly remote System Check-ups for health monitoring per site with unlimited corrective maintenance on the existing HCI Infrastructure and its Hypervisor of DOH Hospitals and CHDs: During the systems check-up, the TAM shall:
1. 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.
 2. Evaluate or assess the technical status of the HCI equipment firmware based on the following;
 - a) Current installed Memory, Hard Disk, CPU, Power Supply, switches, and other peripherals;
 - b) Current installed version and security of hypervisor, created host servers, virtual machines, and its compatibility to the latest hypervisor version;
 - c) Interconnection with other network devices
 3. Analyze the existing HCI infrastructure, then recommends deployment configurations to DOH Hospitals' and CHDs' ICT Administrator and verifies that deployed virtual machines comply with VMware Professional Services best practices.
 4. Isolate reported issue in connection with all HCI equipment, hypervisor, host servers, and virtual machines.
 5. Check 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. And recommend best practices.
 6. Recommend after evaluation at any time of the maintenance period if DOH Hospitals and CHDs existing Huawei Hyperconverged Infrastructure servers services can no longer support DOH Hospitals and CHDs HCI requirement in hosting various application system and widows service.
 7. Mitigation and correction of all VMware and VSAN vulnerabilities.
- C. Update and upgrade of HCI hypervisor (vSphere Remote Office Branch Office Advanced plus vCenter Standard) 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. The Prospective Bidder must:
1. support virtual symmetric multiprocessing (SMP) enables virtual machines to have multiple virtual CPUs
 2. provide continuous availability of any application in the event of a hardware failure with no data loss or downtime for workloads up to four vCPUs
 3. be capable of avoiding application downtime for planned storage maintenance by migrating live virtual machine disk files across storage arrays
 4. support live migration of virtual machines with no disruption to users or loss of service, eliminating the need to schedule application downtime for planned service maintenance.
 5. provide non-disruptive operations, irrespective of the size of VMs specifically for large and mission critical workloads
 6. 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
 7. support virtualization-based security Windows 10 and Windows 2016 security features
 8. support virtualization of external storage (SAN & NAS) and provides VM-aware, policy-based storage management
 9. support added administrative control and versioning support.
 10. provide simple and effective centralize management for virtual templates, virtual appliances, ISO images and scripts
 11. support secure access and account management
 12. allow common management across storage tiers and dynamic storage class of service automation via policy driven control plane
 13. 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

14. provide centralized management of virtualized hosts and virtual machines from a single console with native availability, backup and restore.
15. provide ability to manage infrastructure images to patch, update or upgrade clusters using a desired state model
16. provide capability to centralize provisioning, administration and monitoring by using cluster level network aggregation
17. provide centralized management of virtualized hosts and virtual machines from a single console with native availability, backup and restore
18. HCI Virtual subscription and support coverage period must be at least twelve (12) months from date of approved Notice to Proceed
19. Provide license and maintenance support subscription certificates.
20. All licenses must be under Production-Level Subscription and Support
21. Mitigate/ Correct all found and known vulnerabilities of HCI Firmware and Hypervisor

D. Provide one (1) year unlimited Production Support and Services with assurance on the following:

1. Technical support on 24x7 including holidays
2. Any problems that haven't been fixed after troubleshooting via email, Viber, messenger, phone calls or remote sessions must be fixed on-site. Once on-site, the service provider/ or supplier must repair the malfunctioning VMware Vsphere (ESXi, vCenter Server, Virtual Machines, Vsan and iBMC) and other software components, software/firmware and other embedded server management system, including updates to make it operational again, free of any charge.

3. Response Time for CHDs and Hospitals within Metro Manila

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 6 hours
Monitor	No further action required beyond monitoring	Within 8 hours
Informational	Request for information	Within 12 hours

4. Response Time for CHDs and Hospitals Outside Metro Manila

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	Within 6 days
Informational	Request for information	Within 7 days

5. Technical support must ALSO be available via phone, text, email or other online/electronic means.
6. Procedures on support and problem escalation are made available.
7. Maintenance and technical support for system components must be locally available at the for immediate assistance upon receipt of CHDs, and DOH Hospitals technical request through call, mail or fax, etc.
8. 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.

- c) SP must have a single point of contact and an on-call technical staff to provide support within one hour for critical service calls.
 - d) With dedicated hot line number for its service support or helpdesk email system.
- E. Test all security access, rules and policies will be done at the start of the project and will be continuously reviewed and tested with in the project duration. Security access, rules and policies must ensure protection to all DOH network equipment, servers and users.
- F. 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).
- G. Provide draft and final reports or documentations for all the above scopes of work.
- H. 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, certification from the manufacturer that the bidder is an Exclusive/Authorized Distributor or Dealer of the product; 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 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 one (1) government and one (1) private 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) Certificate of Employment of the majority of the key professional staff must be permanent and full-time employees of the firm(s).
 - c) Certification of Training(s) that 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

V. Similar Contract

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

VI. Expected Deliverables or Outputs:

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

1. An Inception Report describing the final activities, methodology, milestones, time table 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.

Signed Non-Disclosure Agreement
2. Quarterly report of services rendered.
3. Hypervisor Server Virtualization software licenses subscription certificate named to DOH.
4. Deliver maintenance support and renewal of existing virtualization software licenses or deliver new set of virtualization licenses which is of equal or higher version.
5. Assessment report and recommendation report of the fifteen (15) HCI Infrastructure 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) Interconnection to CHDs and Hospitals network devices
6. Update and upgrade of HCI 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.
7. 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.

VII. 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. Upon delivery of Hypervisor Server Virtualization software licenses subscription certificate, named to DOH 2. TAM evaluation or assessment report of the fifteen (15) HCI Infrastructure which is based on the following; <ol style="list-style-type: none"> 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) Deployment configuration f) Interconnection to CHDs and Hospitals network devices 3. Completion report on the updates and/or upgrades of fifteen (15) HCI and hypervisor hot fixes, firmware and patch when known vulnerabilities arise or if the need arises due to known firmware and operating system issues; 4. Complete Technical Accomplishment Maintenance Report of services rendered during the 1st month after the delivery of licenses, updates and/upgrade of the fifteen (15) HCI.
10%	<ol style="list-style-type: none"> 1. Complete Technical Accomplishment Maintenance Report of 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%	1. Complete Technical Accomplishment Maintenance Report of services rendered after the 6 th month.
5%	1. Technical Accomplishment Maintenance Report of services rendered after the 9 th month.
5%	1. Complete Technical Accomplishment Maintenance Report of services rendered after the 12 th month; 2. Certification of Project Acceptance and Completion

VIII. 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 VMWare 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. License and Maintenance Agreement Proposal for VMWare Infrastructure

The 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 within 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 VMWare Infrastructure, host servers, virtual machines, guest server OS and mitigation of announced vulnerabilities. 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.
- 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

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 unlimited Production Support and Service Coverage	
c. To provide one (1) certified VMware TAM for this project <ul style="list-style-type: none"> i. Every three (3) months remote-system check-up ii. Professional Staff iv. Documentation v. Other miscellaneous expenses (SPECIFY) 	
Sub-Total	
Taxes	
GRAND TOTAL	

IX. Project duration:

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

X. Proposed start of service.

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

XI. Implementation Arrangements:

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

ENRIQUE A TAYAG, MD, PHSAE, FPSMID, CESO III

Director

Department of Health

Building 9, San Lazaro Compound, Rizal Avenue,

Sta. Cruz, 1003 Manila

Tel No. 6517800 local 1926,1927

Email: eatayag@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: rsmmanuel@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

HIAN BENWEEN S. LI

Computer Maintenance Technologist II

Information Technology and Security Division (ITISD)

Knowledge Management and Information Technology Service (KMITS)

Tel No. 86517800 local 1925,1934

Email: hsli@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:

HIAN BENWEEN S. LI

Computer Maintenance Technologist II
Information Technology and Security Division (ITISD)
Knowledge Management and Information Technology Service (KMITS)
Tel No. 86517800 local 1925,1934
Email: hsli@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

4. Facilitate communication with the DOH concerning access to information, documents, facilities and others needed by the winning contractor to perform services.
5. Coordinate to DOH-KMITS the proposed working schedule of the provider.
6. Coordinate to DOH-KMITS for them to provide temporary ID to all personnel involved.
7. 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.
8. Help secure working permit during scheduled visit at DOH CHDs and Hospitals
9. 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 may be 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

:

[title or other appropriate designation]

Duly authorized to sign bid for and on behalf of:

[Name of Company]

[Complete office address]

[Contact No.]

[Email Address]

[Fax No.]

Technical Specifications

<p style="text-align: center;">Republic of the Philippines Department of Health</p>			
<p style="text-align: center;">TECHNICAL SPECIFICATIONS</p>			
Item No.		Quantity	
ABC:			
PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
		<p>Bidders must state here either "Comply" or "Not Comply" against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. <u>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.</u></p>	

Signature over Printed Name
[date of signing]

In the capacity of _____ : [title or other appropriate designation]
Duly authorized to sign bid for and on behalf of : [Name of Company]
[Complete office address]
[Telephone No. / Fax No.]
[Email Address:]

Technical Specifications

Republic of the Philippines Department of Health TECHNICAL SPECIFICATIONS			
Lot No. 1	Hyper Converged Infrastructure (HCI) Renewal of Virtualization Software Licenses, Support and Services	Qty. / Unit	1 Lot
Total ABC: PhP22,000,000.00			
PURCHASER'S SPECIFICATION		STATEMENT-OF COMPLIANCE	
Scope of Work: The Prospective Bidder shall provide the following services: <ul style="list-style-type: none"> A. One (1) year Server Virtualization software licenses on the fifteen (15) HCI Equipment with Support and Services (preventive and corrective maintenance) of the following eight (8) DOH Hospitals and seven (7) CHDs and provide upgrade and updates from the existing hypervisor version to latest version as needed at: <ul style="list-style-type: none"> 1. Centers for Health Development (CHD) and Hospitals within Metro Manila <ul style="list-style-type: none"> a) Centers for Health Development <ul style="list-style-type: none"> i. Calabarzon CHD – QMMC Compound, Project 4, Q.C. ii. Mimaropa CHD – QMMC Compound, Project 4, Q.C. b) DOH Hospitals <ul style="list-style-type: none"> i. Quirino Memorial Medical Center – QMMC Compound, Project 4, Q.C. 2. Centers for Health Development and Hospitals Outside Metro Manila <ul style="list-style-type: none"> a) Centers for Health Development <ul style="list-style-type: none"> i. Central Luzon CHD – San Fernando City, Pampanga ii. Western Visayas CHD – Mandurriao, Iloilo City, Iloilo iii. Central Visayas CHD – Osmeña Boulevard, Cebu City iv. Northern Mindanao CHD – Carment, Cagayan De Oro City v. Davao CHD – Bajada, Davao City vi. Soccsksargen CHD – ORG Compound, Cotabato City b) DOH Hospitals <ul style="list-style-type: none"> i. Mariano Marcos Memorial Hospital and Medical Center – Batac, Ilocos Norte ii. Baguio General Hospital & Medical Center – BGHMC Cmpd., Baguio City iii. Bicol Medical Center – Naga City, Camarines Sur iv. Western Visayas Medical Center – Mandurriao, 			

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PURCHASER'S SPECIFICATION		STATEMENT-OF COMPLIANCE	
<p>Iloilo City</p> <p>v. Bicol Regional Training & Teaching Hospital – Legaspi City</p> <p>vi. Northern Mindanao Medical Center – Capitol Cmpd., Cagayan De Oro City</p> <p>B. The PB shall provide one (1) certified VMware Technical Account Manager (TAM) for this project that will conduct quarterly remote System Check-ups for health monitoring per site with unlimited corrective maintenance on the existing HCI Infrastructure and its Hypervisor of DOH Hospitals and CHDs: During the systems check-up, the TAM shall:</p> <ol style="list-style-type: none"> 1. 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. 2. Evaluate or assess the technical status of the HCI equipment firmware based on the following; <ol style="list-style-type: none"> a) Current installed Memory, Hard Disk, CPU, Power Supply, switches, and other peripherals; b) Current installed version and security of hypervisor, created host servers, virtual machines, and its compatibility to the latest hypervisor version; c) Interconnection with other network devices 3. Analyze the existing HCI infrastructure, then recommends deployment configurations to DOH Hospitals' and CHDs' ICT Administrator and verifies that deployed virtual machines comply with VMware Professional Services best practices. 4. Isolate reported issue in connection with all HCI equipment, hypervisor, host servers, and virtual machines. 5. Check 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. And recommend best practices. 6. Recommend after evaluation at any time of the maintenance period if DOH Hospitals and CHDs existing Huawei Hyperconverged Infrastructure servers services can no longer support DOH Hospitals and CHDs HCI requirement in hosting various application system and widows service. 7. Mitigation and correction of all VMware and VSAN vulnerabilities. 			

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PURCHASER'S SPECIFICATION		STATEMENT-OF COMPLIANCE	
<p>C. Update and upgrade of HCI hypervisor (vSphere Remote Office Branch Office Advanced plus vCenter Standard) 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. The Prospective Bidder must:</p> <ol style="list-style-type: none"> 1. support virtual symmetric multiprocessing (SMP) enables virtual machines to have multiple virtual CPUs 2. provide continuous availability of any application in the event of a hardware failure with no data loss or downtime for workloads up to four vCPUs 3. be capable of avoiding application downtime for planned storage maintenance by migrating live virtual machine disk files across storage arrays 4. support live migration of virtual machines with no disruption to users or loss of service, eliminating the need to schedule application downtime for planned service maintenance. 5. provide non-disruptive operations, irrespective of the size of VMs specifically for large and mission critical workloads 6. 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 7. support virtualization-based security Windows 10 and Windows 2016 security features 8. support virtualization of external storage (SAN & NAS) and provides VM-aware, policy-based storage management 9. support added administrative control and versioning support. 10. provide simple and effective centralize management for virtual templates, virtual appliances, ISO images and scripts 11. support secure access and account management 12. allow common management across storage tiers and dynamic storage class of service automation via policy driven control plane 13. 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 14. provide centralized management of virtualized hosts and virtual machines from a single console with native availability, backup and restore. 15. provide ability to manage infrastructure images to patch, update or upgrade clusters using a desired state model 16. provide capability to centralize provisioning, administration and monitoring by using cluster level network aggregation 17. provide centralized management of virtualized hosts and virtual machines from a single console with native availability, backup and restore 18. HCI Virtual subscription and support coverage period must be at least twelve (12) months from date of approved Notice to 			

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Total ABC: **PhP22,000,000.00**

PURCHASER’S SPECIFICATION		STATEMENT-OF COMPLIANCE
<p>Proceed</p> <p>19. Provide license and maintenance support subscription certificates.</p> <p>20. All licenses must be under Production-Level Subscription and Support</p> <p>21. Mitigate/ Correct all found and known vulnerabilities of HCI Firmware and Hypervisor</p> <p>D. Provide one (1) year unlimited Production Support and Services with assurance on the following:</p> <p>1. Technical support on 24x7 including holidays</p> <p>2. Any problems that haven't been fixed after troubleshooting via email, Viber, messenger, phone calls or remote sessions must be fixed on-site. Once on-site, the service provider/ or supplier must repair the malfunctioning VMware Vsphere (ESXi, vCenter Server, Virtual Machines, Vsan and iBMC) and other software components, software/firmware and other embedded server management system, including updates to make it operational again, free of any charge.</p> <p>3. Response Time for CHDs and Hospitals within Metro Manila</p>		
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

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Lot No. 1	Hyper Converged Infrastructure (HCI) Renewal of Virtualization Software Licenses, Support and Services	Qty. / Unit	1 Lot
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Total ABC: **Php22,000,000.00**

PURCHASER'S SPECIFICATION	STATEMENT-OF COMPLIANCE
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4. Response Time for CHDs and Hospitals Outside Metro Manila

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 require beyond monitoring	Within 6 days
Informational	Request for information	Within 7 days

5. Technical support must ALSO be available via phone, text, email or other online/electronic means.
6. Procedures on support and problem escalation are made available.
7. Maintenance and technical support for system components must be locally available at the for immediate assistance upon receipt of CHDs, and DOH Hospitals technical request through call, mail or fax, etc.
8. 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

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PURCHASER'S SPECIFICATION		STATEMENT-OF COMPLIANCE	
<p>helpdesk email system.</p> <p>c) 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>d) With dedicated hot line number for its service support or helpdesk email system.</p> <p>E. Test all security access, rules and policies will be done at the start of the project and will be continuously reviewed and tested with in the project duration. Security access, rules and policies must ensure protection to all DOH network equipment, servers and users.</p> <p>F. 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>G. Provide draft and final reports or documentations for all the above scopes of work.</p> <p>H. Additional Documents</p> <p>1. Company Profile</p> <p>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:</p> <p>a) Organizational history, structure and staffing patterns, and affiliation, if any;</p> <p>b) An outline of recent experiences similar to the nature, magnitude and scope of this project. The information should include a brief project.</p> <p>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.</p> <p>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.</p> <p>2. The Prospective Bidder shall submit any of the following whichever is applicable:</p> <p>a) If the bidder is the manufacturer, certification that the bidder manufactures the products/items; or</p>			

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PURCHASER'S SPECIFICATION		STATEMENT-OF COMPLIANCE	
<p>b) If the bidder is an Exclusive/Authorized Distributor or Dealer of the products/items, certification from the manufacturer that the bidder is an Exclusive/Authorized Distributor or Dealer of the product; or</p> <p>c) If the bidder is an agent of the exclusive distributor or dealer the following must be provided:</p> <ol style="list-style-type: none"> Certificate or Distributorship/Dealership Agreement by the Manufacturer with the distributor/dealer in the Philippines, for at least two (2) years; and Certificate or Contract between the distributor/dealer and the bidder. <p>3. Certification of Project Acceptance and Completion that the bidder have successfully installed HCI and Server Virtualization Environment implementation preferably in at least one (1) government and one (1) private entities.</p> <p>4. Certification of 99% target service uptime must be a part of the proposals.</p> <p>5. Must have at least three (3) manufacturer-certified technical support engineers/technical staff, who are regular and locally based employees.</p> <p>a) CV of engineers and with PRC license if applicable and certification of expertise on the <u>hypervisor being used</u> in CHDs, and Hospitals server virtualization environment, and/or equivalent to any certifications related to:</p> <ol style="list-style-type: none"> Hypervisor Certified Professional (VCP) Data Center Virtualization Network Virtualization Cloud Management and Automation <p>b) Certificate of Employment of the majority of the key professional staff must be permanent and full time employees of the firm(s).</p> <p>c) Certificate of Training(s) that 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.</p> <p>6. Proposed Service Level Agreement and Escalation Procedure</p>			
<p>Expected Deliverables or Outputs:</p> <p>The expected deliverables (outputs) of this project are the following:</p> <ol style="list-style-type: none"> An Inception Report describing the final activities, methodology, milestones, time table and resources to implement this project. Inception 			

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PURCHASER’S SPECIFICATION		STATEMENT-OF COMPLIANCE					
<p>report must be submitted immediately upon the receipt of approved Notice to proceed to be finalized with the KMITS.</p> <p>Signed Non-Disclosure Agreement</p> <p>2. Quarterly report of services rendered.</p> <p>3. Hypervisor Server Virtualization software licenses subscription certificate named to DOH.</p> <p>4. Deliver maintenance support and renewal of existing virtualization software licenses or deliver new set of virtualization licenses which is of equal or higher version.</p> <p>5. Assessment report and recommendation report of the fifteen (15) HCI Infrastructure which is based on the following;</p> <p> a) Current placement</p> <p> b) Current operating mode</p> <p> c) Current installed memory, hard disk, CPU, power supply, switches and other peripherals</p> <p> d) Installed licenses, version and security of hypervisor, created host servers, and virtual machines</p> <p> e) Interconnection to CHDs and Hospitals network devices</p> <p>6. Update and upgrade of HCI 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.</p> <p>7. Complete Technical Accomplishment Report that includes but not limited to:</p> <p> a) Detailed technical report on each onsite unlimited checking and corrective maintenance, if there is any.</p> <p> b) System health check service namely:</p> <p> i. System report consolidation and analysis</p> <p> ii. Consolidation and inventory of host server and virtual machines</p> <p> 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.</p>							
III. Proposed Terms of Payment & Expected Outputs to support payment: <p>The progress payments shall be based on the following;</p> <table><tr><td>Progress Payment (100%)</td><td>Project Milestones / Reports</td></tr><tr><td>75%</td><td><p>1. Upon delivery of Hypervisor Server Virtualization software licenses subscription certificate, named to DOH</p><p>2. TAM evaluation or assessment report of the fifteen (15) HCI Infrastructure which is based on the following;</p><p> a) Current placement</p><p> b) Current operating mode</p><p> c) Current installed memory, hard disk, CPU,</p></td></tr></table>		Progress Payment (100%)	Project Milestones / Reports	75%	<p>1. Upon delivery of Hypervisor Server Virtualization software licenses subscription certificate, named to DOH</p> <p>2. TAM evaluation or assessment report of the fifteen (15) HCI Infrastructure which is based on the following;</p> <p> a) Current placement</p> <p> b) Current operating mode</p> <p> c) Current installed memory, hard disk, CPU,</p>		
Progress Payment (100%)	Project Milestones / Reports						
75%	<p>1. Upon delivery of Hypervisor Server Virtualization software licenses subscription certificate, named to DOH</p> <p>2. TAM evaluation or assessment report of the fifteen (15) HCI Infrastructure which is based on the following;</p> <p> a) Current placement</p> <p> b) Current operating mode</p> <p> c) Current installed memory, hard disk, CPU,</p>						

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Lot No. 1	Hyper Converged Infrastructure (HCI) Renewal of Virtualization Software Licenses, Support and Services	Qty. / Unit	1 Lot
Total ABC: PhP22,000,000.00			
PURCHASER'S SPECIFICATION		STATEMENT-OF COMPLIANCE	
	<p>power supply, switches and other peripherals</p> <p>d) Installed licenses, version and security of hypervisor, created host servers, and virtual machines</p> <p>e) Deployment configuration</p> <p>f) Interconnection to CHDs and Hospitals network devices</p> <p>3. Completion report on the updates and/or upgrades of fifteen (15) HCI 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> <p>4. Complete Technical Accomplishment Maintenance Report of services rendered during the 1st month after the delivery of licenses, updates and/upgrade of the fifteen (15) HCI.</p>		
10%	<p>1. Complete Technical Accomplishment Maintenance Report of services rendered after the 3rd month;</p> <p>2. Manual of operations that will serve as a guide for all DOH CO, CHDs and Hospitals ICT and System Administrators.</p>		
5%	<p>1. Complete Technical Accomplishment Maintenance Report of services rendered after the 6th month.</p>		
5%	<p>1. Technical Accomplishment Maintenance Report of services rendered after the 9th month.</p>		
5%	<p>1. Complete Technical Accomplishment Maintenance Report of services rendered after the 12th month;</p> <p>2. Certification of Project Acceptance and Completion</p>		
IV. Instruction for the Proposal Preparation: <p>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.</p> <p>B. During proposal preparation, the proponent must give particular attention to the following:</p> <ol style="list-style-type: none"> 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 VMWare Hypervisor used under this 			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Lot No. 1	Hyper Converged Infrastructure (HCI) Renewal of Virtualization Software Licenses, Support and Services	Qty. / Unit	1 Lot
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Total ABC: **PhP22,000,000.00**

PURCHASER'S SPECIFICATION	STATEMENT-OF COMPLIANCE
<p>project focusing on qualifications and degree of responsibilities held for the last five (5) years must be provided</p> <p>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.</p> <p>6. License and Maintenance Agreement Proposal for VMWare Infrastructure</p> <p>The proposal should have the following minimum content and format:</p> <p>a) Table of Contents</p> <p>b) An Overview and Proposal Summary</p> <p>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.</p> <p>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</p> <p>d) Maintenance methodologies, activities, manpower deployment and timelines and strategies and methodologies to maintain DOH CO, CHDs, and Hospitals VMWare Infrastructure, host servers, virtual machines, guest server OS and mitigation of announce vulnerabilities. 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.</p> <p>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</p> <p>f) Help Desk Management Proposal & Escalation Procedures</p> <p>g) Project standards and quality assurance program</p>	

V. Additional Requirements in Technical Specifications form, arranged, numbered, and tabbed as enumerated 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:

- Organizational history, structure and staffing patterns, and affiliation, if any;
- An outline of recent experiences similar to the nature, magnitude and scope of this project. The information should include a brief project.
- 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.
- 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

Lot No. 1	Hyper Converged Infrastructure (HCI) Renewal of Virtualization Software Licenses, Support and Services	Qty. / Unit	1 Lot
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Total ABC: **PhP22,000,000.00**

PURCHASER'S SPECIFICATION

STATEMENT-OF COMPLIANCE

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, certification from the manufacturer that the bidder is an Exclusive/Authorized Distributor or Dealer of the product; 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/Contract 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 one (1) government and one (1) private 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) Certificate of Employment of the majority of the key professional staff must be permanent and full time employees of the firm(s).
 - c) Certificate of Training(s) that 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; and
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]

Checklist of Technical and Financial Documents

Arranged numbered and tabbed as it appears below:

PROCUREMENT OF HYPER CONVERGED INFRASTRUCTURE (HCI) RENEWAL OF VIRTUALIZATION SOFTWARE LICENSES, SUPPORT AND SERVICES NP NO. 2022-052-A

No.	REQUIREMENTS
1. <input type="checkbox"/>	a. Price Quotation, inclusive of taxes using the attached form; and, b. Price Proposal (Annex A)
2. <input type="checkbox"/>	Duly accomplished and signed Technical Specifications using the form as provided for in the Request for Quotation; NOTE: The supplier shall indicate the page(s) where the specific technical data in each technical specification can be found and attach these documents referred to with this form.
3. <input type="checkbox"/>	Duly signed Schedule of Requirements using the attached form;
4. <input type="checkbox"/>	Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages) in accordance with Section 8.5.2 of the 2016 Revised IRR of RA No. 9184;
5. <input type="checkbox"/>	Statement of ALL its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid; and
6. <input type="checkbox"/>	Statement of the Bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid within five (5) years from the Submission and Opening of Bids, must be at least fifty percent (50%) of the ABC. <i>For this purpose, similar contracts shall refer to Hyper Converged Infrastructure and/or Hypervisor</i>
7. <input type="checkbox"/>	The Bidder must submit a computation of its Net Financial Contracting Capacity (NFCC) which must be at least equal to the ABC to be bid, calculated as follows: $NFCC = [(Current\ Assets\ minus\ Current\ Liabilities)\ (15)]\ minus\ the\ value\ of\ all\ outstanding\ or\ uncompleted\ portions\ of\ the\ projects\ under\ on-going\ contracts,\ including\ awarded\ contracts\ yet\ to\ be\ started\ coinciding\ with\ the\ contract\ to\ be\ bid.$ The values of the domestic bidder's current assets and current liabilities shall be based on the latest Audited Financial Statements submitted to the BIR. OR If the prospective bidder submits a Committed Line of Credit (CLC), it must be at least equal to ten percent (10%) of the ABC to be bid issued by Universal or Commercial Bank; Provided, that if the same is issued by a foreign Universal or Commercial Bank, it shall be confirmed or authenticated by a local Universal or Commercial Bank. NOTE: In case of a Joint Venture Agreement (JVA), the entity using its Audited Financial Statement (AFS) shall submit a statement of its on-going contracts including contracts awarded and not yet started, if any, provided that, its on-going contracts shall be reflected in the computation of NFCC. Provided further, that the Current Assets and Current Liabilities of foreign bidders shall be based on their AFS

	accomplished in compliance with International Financial Reporting Standards (Circular 02-2014 dated 20 June 2014 pursuant to GPPB Resolution 14-2014 dated 20 June 2014).
<input type="checkbox"/> 8.	<p>If applicable, valid Joint Venture Agreement (JVA) in case of the joint venture is already in existence. <i>In the absence of a JVA, duly notarized statements from all the potential joint venture partners should be included in the bid</i>, stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful. <i>Failure to enter into a Joint Venture in the event of a contract award shall be ground for the forfeiture of the bid security (2016 Revised IRR of RA No. 9184).</i></p> <p>NOTE:</p> <p>Based on ITB Clause 24.6, in case of a JVA, each partner shall submit its Valid and current Certificate of PhilGEPS Registration and Membership – Platinum</p>
<input type="checkbox"/> 9.	Original duly signed Omnibus Sworn Statement (OSS);
<input type="checkbox"/> 10.	<p>Duly notarized authority of the signatory, whichever is applicable:</p> <ol style="list-style-type: none"> 1. Secretary's Certificate (i.e. Corporation; Joint Venture Agreement); or 2. Special Power of Attorney (i.e. Sole Proprietor; Partnership). <p><u>Acceptability of Unnotarized Omnibus Sworn Statement and Authority of the Signatory subject to compliance therewith after award of contract but before payment, for procurement activities during a State of Calamity, or implementation of community quarantine or similar restrictions declared or being implemented either in the locality of the PE or of the Bidder. (GPPB Resolution No. 09-2020)</u></p>
ADDITIONAL DOCUMENTARY REQUIREMENTS TO BE ATTACHED IN THE TECHNICAL SPECIFICATIONS FORM:	
<input type="checkbox"/> a)	<p>Company Profile</p> <p>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:</p> <ol style="list-style-type: none"> 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.
<input type="checkbox"/> b)	<p>The Prospective Bidder shall submit any of the following whichever is applicable:</p> <ol style="list-style-type: none"> 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, certification from the manufacturer that the bidder is an Exclusive/Authorized Distributor or Dealer of the product; or c) If the bidder is an agent of the exclusive distributor or dealer the following must be provided: <ol style="list-style-type: none"> 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/Contract between the distributor/dealer and the bidder.
<input type="checkbox"/> c)	Certification of Project Acceptance and Completion that the bidder have successfully installed HCI and Server Virtualization Environment implementation preferably in at least one (1) government and one (1) private entities
<input type="checkbox"/> d)	Certification of 99% target service uptime must be a part of the proposals.
<input type="checkbox"/> e)	<p>Must have at least three (3) manufacturer-certified technical support engineers/technical staff, who are regular and locally based employees.</p> <ol style="list-style-type: none"> a) CV of engineers and with PRC license if applicable and certification of expertise on the <u>hypervisor being used</u> in CHDs, and Hospitals server virtualization environment, and/or

	<p>equivalent to any certifications related to:</p> <ul style="list-style-type: none"> i. Hypervisor Certified Professional (VCP) ii. Data Center Virtualization iii. Network Virtualization iv. Cloud Management and Automation <p>b) Certificate of Employment of the majority of the key professional staff must be permanent and full time employees of the firm(s).</p> <p>c) Certificate of Training(s) that 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.</p>
<input type="checkbox"/> f)	Proposed Service Level Agreement and Escalation Procedure
<input type="checkbox"/> g)	Sworn Statement using the prescribed form.

Note:

- 1) Please refer to <https://doh.gov.ph/sites/default/files/basic-page/COBAC-Sample-Forms.pdf> for the following requirements:
 - a) Sworn Statement;
 - b) Computation of NFCC;
 - c) Manufacturer's Authorization;
 - d) Secretary's Certificate;
 - e) Special Power of Attorney;
 - f) Statement of Ongoing Contracts; and
 - g) Statement of SLCC.
- 2) For the **Omnibus Sworn Statement**, please refer to **GPPB Resolution No. 16-2020**: