



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF BUDGET AND MANAGEMENT
 GENERAL SOLANO STREET, SAN MIGUEL, MANILA

SUPPLEMENTAL/BID BULLETIN (SBB) NO. 1

This SBB No. 1 dated November 10, 2020 for the Project, “Maintenance and Support Services for Budget and Treasury Management System (BTMS) Equipment and Licenses,” is issued to clarify, modify or amend items in the Bidding Documents. Accordingly, this shall form an integral part of said Documents.

PARTICULARS	AMENDMENTS/CLARIFICATIONS
<p style="text-align: center;">Section I. Invitation to Bid</p> <p style="text-align: center;">XXXX</p> <p>2. The Department of Budget and Management now invites bids for the above Procurement Project. Delivery of the Goods is required within thirty (30) calendar days upon receipt of the Notice to Proceed (NTP). Bidders should have completed, within <i>two years</i> from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II (Instructions to Bidders).</p> <p style="text-align: center;">XXXX</p> <p>9. Bid opening shall be on November 17, 2020, 11:00 a.m., at the given address below and/or via https://meet.google.com/jnv-qhfc-pwa. Bids will be opened in the presence of the bidders’ representatives who choose to attend the activity. Authorized attendees, including representatives of bidders, who are physically present at the BAC Conference Room, DBM Building III, General Solano St., San Miguel, Manila shall likewise join the meeting via videoconferencing.</p>	<p style="text-align: center;">Section I. Invitation to Bid</p> <p style="text-align: center;">XXXX</p> <p>2. The Department of Budget and Management now invites bids for the above Procurement Project. Delivery of the Goods is required within thirty (30) calendar days upon receipt of the Notice to Proceed (NTP). Bidders should have completed, within two five years from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II (Instructions to Bidders).</p> <p style="text-align: center;">XXXX</p> <p>9. Bid opening shall be on November 17, 2020, 11:00 a.m., at the given address below and/or via video conferencing. Bids will be opened in the presence of the bidders’ representatives who choose to attend the activity. Authorized attendees, including representatives of bidders, who are physically present at the BAC Conference Room, DBM Building III, General Solano St., San Miguel, Manila shall likewise join the meeting via video conferencing.</p>

PARTICULARS	AMENDMENTS/CLARIFICATIONS
<p>Before the start of the meeting, bidders are advised to log in the waiting room, https://meet.google.com/hma-jmco-dbx and wait for the instruction of the BAC Secretariat to join the BAC meeting link.</p>	<p>Bidders are advised to first log in the BAC waiting room, https://meet.google.com/hma-jmco-dbx, and wait for further advice to join the BAC meeting room, the link of which shall be provided to the bidders before the start of bid opening.</p>
<p>Section II. Instructions to Bidders XXXX</p> <p>5. Eligible Bidders XXXX</p> <p>5.3 Pursuant to Section 23.4.1.3 of the 2016 Revised IRR of RA No. 9184, the Bidder shall have an SLCC that is at least one (1) contract similar to the Project the value of which, adjusted to current prices using the PSA’s CPI, must be at least equivalent to at least fifty percent (50%) of the ABC.</p> <p>XXXX</p> <p>10. Documents comprising the Bid: Eligibility and Technical Components XXXX</p> <p>10.2. The Bidder’s SLCC as indicated in ITB Clause 5.3 should have been completed within two (2) years prior to the deadline for the submission and receipt of bids.</p>	<p>Section II. Instructions to Bidders XXXX</p> <p>5. Eligible Bidders XXXX</p> <p>5.3 Pursuant to Section 23.4.1.3 of the 2016 Revised IRR of RA No. 9184, the Bidder shall have an SLCC that is at least one (1) contract similar to the Project the value of which, adjusted to current prices using the PSA’s CPI, must be at least equivalent to at least fifty percent (50%) of the ABC either of the following:</p> <p>(i) a single contract that is similar to the project and whose value must be at least fifty percent (50%) of the ABC to be bid; OR</p> <p>(ii) (a) at least two (2) similar contracts and the aggregate contract amounts should be equivalent to at least fifty percent (50%) of the ABC to be bid; and</p> <p>(b) the largest of these similar contracts must be equivalent to at least half of the percentage of the ABC as required above.</p> <p>XXXX</p> <p>10. Documents comprising the Bid: Eligibility and Technical Components XXXX</p> <p>10.2 The Bidder’s SLCC as indicated in ITB Clause 5.3 should have been completed within two (2) five (5) years prior to the deadline for the submission and receipt of bids.</p>

PARTICULARS	AMENDMENTS/CLARIFICATIONS
<p>Section III. Bid Data Sheet</p> <p>5.3 For this purpose, contracts similar to the Project shall:</p> <ol style="list-style-type: none"> a. refer to the International and Nationwide Courier Service Delivery; and b. have been completed within two (2) years prior to the deadline for the submission and receipt of bids. XXXX <p>20 The Lowest Calculated Bid shall submit ALL of the following post-qualification requirements:</p> <ol style="list-style-type: none"> 1. Photocopy of Single Largest Completed Contract or Purchase Order 2. The corresponding proof of completion, which could either be: <ol style="list-style-type: none"> i. Certificate of Final Acceptance/Completion from the bidder's client; or ii. Official Receipt or Sales Invoice of the bidder covering the full amount of the contract XXX <p>* Failure to submit a copy of the Single Largest Completed Contract with proof of completion is a valid ground for disqualification of the bidder.</p> <p>**In case the PhilGEPS Platinum Certificate of Registration is not available during bid submission, it shall be submitted as a post-qualification requirement, in accordance with Section 34.2 of the 2016 Revised IRR of R.A. No. 9184.</p>	<p>Section III. Bid Data Sheet</p> <p>5.3 For this purpose, contracts similar to the Project shall:</p> <ol style="list-style-type: none"> a. refer to the International and Nationwide Courier Service Delivery; and b. have been completed within two (2) five (5) years prior to the deadline for the submission and receipt of bids. XXXX <p>20 The Lowest Calculated Bid shall submit ALL of the following post-qualification requirements:</p> <ol style="list-style-type: none"> 1. Photocopy/ies of Single Largest Completed Contract/s or Purchase Order/s corresponding to all the Contract/s indicated in the bidder's Statement of SLCC. 2. The corresponding proof/s of completion, which could either be: <ol style="list-style-type: none"> i. Certificate/s of Final Acceptance/Completion from the bidder's client/s; or ii. Official Receipt/s or Sales Invoice/s of the bidder covering the full amount of the contract XXXX <p>* Failure to submit copy/ies of the Single Largest Completed Contract/s or Purchase Order/s with proof/s of completion is a valid ground for disqualification of the bidder.</p> <p>**In case the PhilGEPS Platinum Certificate of Registration is was not available during bid submission, it shall be submitted as a post-qualification requirement, in accordance with Section 34.2 of the 2016 Revised IRR of R.A. No. 9184.</p>

PARTICULARS		AMENDMENTS/CLARIFICATIONS	
*** In case the valid Mayor's Permit is not available during bid submission, it shall be submitted after award of contract but before payment in accordance with item 6.2 of GPPB Resolution No. 09-2020.		*** In case the valid Mayor's Permit is was not available during bid submission, it shall be submitted after award of contract but before payment in accordance with item 6.2 of GPPB Resolution No. 09-2020.	
VI. SCHEDULE OF REQUIREMENTS		VI. SCHEDULE OF REQUIREMENTS	
1. Manufacturer Certificate of Enrollment for the following:		1. Manufacturer Certificate of Enrollment for a period of 12 months for the following:	
Network Components		Network Components	
Two (2) units of Cisco ISR 4451 Router with serial numbers FGL201510Q6 and FGL201510RM	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Two (2) units of Cisco ISR 4451 Router with serial numbers FGL201510Q6 and FGL201510RM	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Two (2) units of Dell Networking N4032F Switch with serial numbers 76TZX42 and B6TZX42	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Two (2) units of Dell Networking N4032F Switch with serial numbers 76TZX42 and B6TZX42	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Two (2) units of Core Switch Dell Networking S6000-ON L3 with serial numbers 61YJ0Z1 and CR0WX42	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Two (2) units of Core Switch Dell Networking S6000-ON L3 with serial numbers 61YJ0Z1 and CR0WX42	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Two (2) units of SAN Switch Dell Networking S5000 Converged with serial numbers 2FQNNW1	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Two (2) units of SAN Switch Dell Networking S5000 Converged with serial numbers 2FQNNW1 and HDQNNW1	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)

PARTICULARS		AMENDMENTS/CLARIFICATIONS	
Two (2) units of Load Balancer BIG-IP 4000s Local Traffic Manager with serial numbers f5-hzkk-cbpr and f5-lxen-ffor	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Two (2) units of Load Balancer BIG-IP 4000s Local Traffic Manager with serial numbers f5-hzkk-cbpr and f5-lxen-ffor	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) unit of Management Switch Dell Networking N1548 (OOBM) with serial number 11KZX42	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of Management Switch Dell Networking N1548 (OOBM) with serial number 11KZX42	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Four (4) units of MXL Switches Dell Blade XML Switches with serial numbers F17M7C2, F17N7C2, F17P7C2, and F17Q7C2	4 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Four (4) units of MXL Switches Dell Blade XML Switches with serial numbers F17M7C2, F17N7C2, F17P7C2, and F17Q7C2	4 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) unit of Cisco Catalyst 2960-CX with serial number F0C2122Z5FR	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of Cisco Catalyst 2960-CX with serial number F0C2122Z5FR	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Security Components		Security Components	
Two (2) units of External Firewall Juniper SRX1500 NGFW Appliance with serial numbers DB1916AK1477 and DB1916AK1478	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Two (2) units of External Firewall Juniper SRX1500 NGFW Appliance with serial numbers DB1916AK1477 and DB1916AK1478	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)

PARTICULARS		AMENDMENTS/CLARIFICATIONS	
One (1) unit of Juniper Management Juniper Junos Space 2500 with serial number 0319062016000058	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of Juniper Management Juniper Junos Space 2500 with serial number 0319062016000058	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Two (2) units of IPS HP Tipping Point S2600 NX IPS Appliance with serial numbers US62FY75X9 and PR39FY72D2	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Two (2) units of IPS HP Tipping Point S2600 NX IPS Appliance with serial numbers US62FY75X9 and PR39FY72D2	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) unit of HP Tipping Point SMS with serial number SVR-11-50R6-1K6W	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of HP Tipping Point SMS with serial number SVR-11-50R6-1K6W	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Two (2) units of Internal Firewall Dell SonicWall NSA 6600 NGFW Appliance with serial numbers C0EAE4E209C0 and C0EAE4E2088C	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Two (2) units of Internal Firewall Dell SonicWall NSA 6600 NGFW Appliance with serial numbers C0EAE4E209C0 and C0EAE4E2088C	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Blade Servers		Blade Servers	
One (1) unit of Blade Chassis Dell PowerEdge M1000e Modular Blade Enclosure, 10U Chassis with serial number F11J7C2	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of Blade Chassis Dell PowerEdge M1000e Modular Blade Enclosure, 10U Chassis with serial number F11J7C2	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)

PARTICULARS		AMENDMENTS/CLARIFICATIONS	
Six (6) units of Blade Servers Dell PowerEdge M830 with serial numbers F16P7C2, F16Q7C2, F16R7C2, F17H7C2, F17J7C2 and F17K7C2. End date	6 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Six (6) units of Blade Servers Dell PowerEdge M830 with serial numbers F16P7C2, F16Q7C2, F16R7C2, F17H7C2, F17J7C2 and F17K7C2. End date	6 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
		Storage	
		Two (2) units of Compellent SC8000 Controller with serial numbers DCJR7C2 and DC2M7C2.	2 licenses
		Six (6) units of Compellent SC220 Enclosure with serial numbers DC6P7C2, DC6M7P2, DCFR7C2, DCBM7C2, 53FCBS2 and 53GBBS2.	6 licenses
Backup System		Backup System	
One (1) unit of Backup Server Dell PowerEdge R430 with serial number 44G3YC2.	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of Backup Server Dell PowerEdge R430 with serial number 44G3YC2.	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Six (6) units of Compellent SC220 Enclosure with serial numbers DC6P7C2, DC6M7P2, DCFR7C2, DCBM7C2, 53FCBS2 and 53GBBS2. End date	6 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Six One (61) units of Compellent SC220 Enclosure Tape Library PowerVault TL4000 Tape Library with serial numbers DC6P7C2, DC6M7P2, DCFR7C2, DCBM7C2, 53FCBS2 and 53GBBS2. BJGPDB2 End date	6 1 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)

PARTICULARS		AMENDMENTS/CLARIFICATIONS	
Management and Monitoring Solutions		Management and Monitoring Solutions	
One (1) unit of EMS Server - Dell PowerEdge R430 with serial number 4495YC2	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of EMS Server - Dell PowerEdge R430 with serial number 4495YC2	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) unit of SolarWinds Server - Dell PowerEdge R730 with serial number DZGH7C2	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of SolarWinds Server - Dell PowerEdge R730 with serial number DZGH7C2	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) unit of HP ArcSight EE7600-250 EPS Correlator Server Appliance with serial number SGH607WBC8	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of HP ArcSight EE7600-250 EPS Correlator Server Appliance with serial number SGH607WBC8	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) unit of HP ArcSight L3505 Logger Server Appliance with serial number SGH610VLDT	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of HP ArcSight L3505 Logger Server Appliance with serial number SGH610VLDT	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) unit of HP ARST MC C6504 Connector Server Appliance with serial number SGH523VW44. End date	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) unit of HP ARST MC C6504 Connector Server Appliance with serial number SGH523VW44. End date	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)

PARTICULARS		AMENDMENTS/CLARIFICATIONS	
Software Licenses subscription and maintenance support for the following:		Software Licenses subscription and maintenance support for a period of 12 months for the following:	
NETVAULT		NETVAULT	
One (1) license for NetVault Backup Server Enterprise Capacity Edition for Windows	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) license for NetVault Backup Server Enterprise Capacity Edition for Windows	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Twenty-five (25) licenses for NetVault Backup Single Heterogeneous Client	25 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Twenty-five (25) licenses for NetVault Backup Single Heterogeneous Client	25 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Two (2) licenses for NetVault Backup Plugin for SQL Server Cluster On Windows	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Two (2) licenses for NetVault Backup Plugin for SQL Server Cluster On Windows	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Two (2) licenses for NetVault Backup File System Plugin Cluster Support	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Two (2) licenses for NetVault Backup File System Plugin Cluster Support	2 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Three (3) licenses for NetVault Backup Single Tape Drive	3 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Three (3) licenses for NetVault Backup Single Tape Drive	3 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Eight (8) licenses for	8 licenses	Eight (8) licenses for	8 licenses

PARTICULARS		AMENDMENTS/CLARIFICATIONS	
NetVault BMR Single Client for Windows	(12 months subscription period starting from date of expiry, see attached Annex A, Item V)	NetVault BMR Single Client for Windows	(12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Four (4) licenses for NetVault Backup Single Smartclient with Single Heterogeneous Client	4 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Four (4) licenses for NetVault Backup Single Smartclient with Single Heterogeneous Client	4 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Four (4) licenses for NetVault Backup Dynamically Shared Device Option	4 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Four (4) licenses for NetVault Backup Dynamically Shared Device Option	4 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Six (6) licenses for NetVault Backup Hyper-V Plugin	6 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Six (6) licenses for NetVault Backup Hyper-V Plugin	6 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
SOLARWINDS		SOLARWINDS	
Five (5) licenses for SolarWinds Dameware Remote Support.	5 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Five (5) licenses for SolarWinds Dameware Remote Support.	5 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Two (2) licenses for SolarWinds Orion	2 licenses (12 months	Two (2) licenses for SolarWinds Orion	2 licenses (12 months

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Additional Polling Engine.	subscription period starting from date of expiry, see attached Annex A, Item V)	Additional Polling Engine.	subscription period starting from date of expiry, see attached Annex A, Item V)
Three (3) licenses for SolarWinds Orion HA.	3 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	Three (3) licenses for SolarWinds Orion HA.	3 licenses (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) license for SolarWinds Orion Netflow Traffic Analyzer – SLX	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) license for SolarWinds Orion Netflow Traffic Analyzer – SLX	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) license for SolarWinds Orion Network Configuration Manager v7 - DL100.	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) license for SolarWinds Orion Network Configuration Manager v7 - DL100.	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) license for SolarWinds Orion Network Performance Monitor SLX.	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) license for SolarWinds Orion Network Performance Monitor SLX.	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) license for SolarWinds Server & Application Monitor – ALX.	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) license for SolarWinds Server & Application Monitor – ALX.	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
One (1) license for SolarWinds Storage Resource Monitor (up to	1 license (12 months subscription	One (1) license for SolarWinds Storage Resource Monitor (up to	1 license (12 months subscription

PARTICULARS		AMENDMENTS/CLARIFICATIONS	
300 disks).	period starting from date of expiry, see attached Annex A, Item V)	300 disks).	period starting from date of expiry, see attached Annex A, Item V)
One (1) license for SolarWinds Web Performance Monitor – WPM.	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)	One (1) license for SolarWinds Web Performance Monitor – WPM.	1 license (12 months subscription period starting from date of expiry, see attached Annex A, Item V)
Annex A, Technical Specifications <p style="text-align: center;">XXXX</p> <p>5.3.3.4 Provide service unit of at least the same brand, model, features, and functionalities or its equivalent in case of equipment breakdown at no additional cost to the DBM. The service unit shall be made available and operational within four (4) hours from the time the problem has been reported for the equipment undergoing repair during the subscription period.</p>		Annex A, Technical Specifications <p style="text-align: center;">XXXX</p> <p>5.3.3.4 Provide service unit of at least the same brand, model, features, and functionalities or its equivalent in case of equipment breakdown at no additional cost to the DBM. The service unit shall be made available and operational within four (4) hours from the time the problem has been reported for the equipment undergoing repair during the subscription period.</p> <p>However, mandatory replacement of defective unit with a brand-new unit of the same or better brand or model shall be made, if not repaired beyond one (1) month from the time the service unit was provided, at no additional cost to the DBM.</p>	
<i>Bid Form</i> <p style="text-align: center;">Price Breakdown</p> <p style="text-align: center;">XXXX</p> <p style="text-align: right;"><i>Annex B</i></p>		<i>Bid Form</i> <p style="text-align: center;">Price Breakdown</p> <p style="text-align: center;">XXXX</p> <p style="text-align: right;"><i>Annex B</i></p>	

PARTICULARS		AMENDMENTS/CLARIFICATIONS	
Particulars	License Quantity	Particulars	License Quantity
Storage		Storage	
Compellent SC8000 Controller	2	Compellent SC8000 Controller	2
Compellent SC220 Enclosure	6	Compellent SC220 Enclosure	6
Backup System		Backup System	
Compellent SC220 Enclosure	6	Compellent SC220 Enclosure-Tape Library PowerVault TL4000 Tape Library	61
		<p>Attached are the Revised Section VI. Schedule of Requirements, the Revised Annex A of Section VII. Technical Specifications, and the Revised Annex B of the Bid Form.</p>	
<p>Queries (Direct quote of prospective bidders' questions):</p> <ol style="list-style-type: none"> Under Technical Specification, in item III. DURATION OF THE CONTRACT - The contract duration shall be for twelve (12) months. Would like to confirm that we will not co terminus all the ICT equipments. We would like to request Extension for the coverage of SLCC from 2 Yrs to 5 Yrs. We would like to request aggregated contract for the SLCC. Do we need to provide Certifications for all the ICT equipments under this Agreement? 		<p>Clarifications:</p> <ol style="list-style-type: none"> No, the support and maintenance of all ICT Equipment and Licenses shall be for a 12-month period from enrollment/renewal. However, in preparing the financial component of the bid submission, please consider the expiry dates of the licenses and support services as identified in the Technical Specifications, particularly Item V of Annex A. See revised item 10.2, Section II. Instructions to Bidders See revised item 5.3, Section III. Bid Data Sheet Yes. The winning bidder shall provide the Manufacturer Certificate of Enrollment for all ICT equipment and the Proof of License Renewal as indicated in Annex A, Section VII. Technical Specifications, particularly Item 5.1 and Item 5.2, respectively. 	

PARTICULARS	AMENDMENTS/CLARIFICATIONS
<p>5. Will payment shall be upon issuance of the license and support services or end of the 12 months contract? We would like to request it to be at the beginning of the contract so we can be able to participate.</p> <p>6. Would also like to confirm that payment will be one-time payment and not an opex model.</p> <p>7. Can we extend the delivery date to sixty (60) calendar days?</p> <p>8. Can we insert permissible misses in the Service Availability computation, i.e. factors that are beyond of our control?</p> <p>9. May we base the restoration time on the severity and incident priority as shown below</p>	<p>5. As per item 9.3 of Annex A, Section VII. Technical Specifications, no advance payment shall be made.</p> <p>6. The terms of payment will be one-time payment subject to the guidelines defined in item 9 of Annex A, Section VII. Technical Specifications.</p> <p>7. The thirty (30)-calendar day delivery period will remain. However, DBM will help in coordinating with MK2 for the facilitation of the installation of required linkage from Service Provider Operation Center to MK2.</p> <p>8. No need to insert permissible misses. It is understood that the availability pertains to the services required for the infrastructure and shall exclude instances affected by force majeure.</p> <p>9. The SLA defined in item 6 of Annex A, Section VII. Technical Specifications, covers all required services since all components are considered critical.</p>
	<p><u>On the submission of the Audited Financial Statements:</u></p> <p>Please be reminded that the Supplier’s audited financial statements, showing, among others, the Supplier’s total and current assets and liabilities, stamped “received” by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission, shall be submitted as part of the Financial Documents as identified in item (k) of Section VIII. Checklist of Technical and Financial Documents.</p>

Other matters:

- The “No Contact Rule” shall be strictly observed. Bidders are not allowed to call or talk to any member of the Bids and Awards Committee, Technical Working Group or Secretariat effective November 17, 2020 right after the opening of bids.

- For guidance and information of all concerned.

JANET B. ABUEL

Undersecretary

Chairperson, DBM-BAC

Section VI. Schedule of Requirements
(Revised)

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

Item	Description	Delivery Date																		
1.	<p>Manufacturer Certificate of Enrollment for a period of 12 months for the following:</p> <table border="1" data-bbox="277 544 1059 1989"> <thead> <tr> <th colspan="2" data-bbox="277 544 1059 582">Network Components</th> </tr> </thead> <tbody> <tr> <td data-bbox="277 582 668 730">Two (2) units of Cisco ISR 4451 Router with serial numbers FGL201510Q6 and FGL201510RM</td> <td data-bbox="668 582 1059 730">2 licenses</td> </tr> <tr> <td data-bbox="277 730 668 878">Two (2) units of Dell Networking N4032F Switch with serial numbers 76TZX42 and B6TZX42</td> <td data-bbox="668 730 1059 878">2 licenses</td> </tr> <tr> <td data-bbox="277 878 668 1064">Two (2) units of Core Switch Dell Networking S6000-ON L3 with serial numbers 61YJ0Z1 and CR0WX42</td> <td data-bbox="668 878 1059 1064">2 licenses</td> </tr> <tr> <td data-bbox="277 1064 668 1249">Two (2) units of SAN Switch Dell Networking S5000 Converged with serial numbers 2FQNNW1 and HDQNNW1</td> <td data-bbox="668 1064 1059 1249">2 licenses</td> </tr> <tr> <td data-bbox="277 1249 668 1435">Two (2) units of Load Balancer BIG-IP 4000s Local Traffic Manager with serial numbers f5-hzkk-cbpr and f5-lxen-ffor</td> <td data-bbox="668 1249 1059 1435">2 licenses</td> </tr> <tr> <td data-bbox="277 1435 668 1621">One (1) unit of Management Switch Dell Networking N1548 (OOBM) with serial number 11KZX42</td> <td data-bbox="668 1435 1059 1621">1 license</td> </tr> <tr> <td data-bbox="277 1621 668 1839">Four (4) units of MXL Switches Dell Blade XML Switches with serial numbers F17M7C2, F17N7C2, F17P7C2, and F17Q7C2</td> <td data-bbox="668 1621 1059 1839">4 licenses</td> </tr> <tr> <td data-bbox="277 1839 668 1989">One (1) unit of Cisco Catalyst 2960-CX with serial number F0C2122Z5FR</td> <td data-bbox="668 1839 1059 1989">1 license</td> </tr> </tbody> </table>	Network Components		Two (2) units of Cisco ISR 4451 Router with serial numbers FGL201510Q6 and FGL201510RM	2 licenses	Two (2) units of Dell Networking N4032F Switch with serial numbers 76TZX42 and B6TZX42	2 licenses	Two (2) units of Core Switch Dell Networking S6000-ON L3 with serial numbers 61YJ0Z1 and CR0WX42	2 licenses	Two (2) units of SAN Switch Dell Networking S5000 Converged with serial numbers 2FQNNW1 and HDQNNW1	2 licenses	Two (2) units of Load Balancer BIG-IP 4000s Local Traffic Manager with serial numbers f5-hzkk-cbpr and f5-lxen-ffor	2 licenses	One (1) unit of Management Switch Dell Networking N1548 (OOBM) with serial number 11KZX42	1 license	Four (4) units of MXL Switches Dell Blade XML Switches with serial numbers F17M7C2, F17N7C2, F17P7C2, and F17Q7C2	4 licenses	One (1) unit of Cisco Catalyst 2960-CX with serial number F0C2122Z5FR	1 license	Within thirty (30) calendar days from the receipt of Notice to Proceed (NTP)
Network Components																				
Two (2) units of Cisco ISR 4451 Router with serial numbers FGL201510Q6 and FGL201510RM	2 licenses																			
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One (1) unit of Cisco Catalyst 2960-CX with serial number F0C2122Z5FR	1 license																			

Security Components	
Two (2) units of External Firewall Juniper SRX1500 NGFW Appliance with serial numbers DB1916AK1477 and DB1916AK1478	2 licenses
One (1) unit of Juniper Management Juniper Junos Space 2500 with serial number 0319062016000058	1 license
Two (2) units of IPS HP Tipping Point S2600 NX IPS Appliance with serial numbers US62FY75X9 and PR39FY72D2	2 licenses
One (1) unit of HP Tipping Point SMS with serial number SVR-11-50R6-1K6W	1 license
Two (2) units of Internal Firewall Dell SonicWall NSA 6600 NGFW Appliance with serial numbers C0EAE4E209C0 and C0EAE4E2088C	2 licenses
Blade Servers	
One (1) unit of Blade Chassis Dell PowerEdge M1000e Modular Blade Enclosure, 10U Chassis with serial number F11J7C2	1 license
Six (6) units of Blade Servers Dell PowerEdge M830 with serial numbers F16P7C2, F16Q7C2, F16R7C2, F17H7C2, F17J7C2 and F17K7C2. End date	6 licenses
Storage	
Two (2) units of Compellent SC8000 Controller with serial numbers DCJR7C2 and DC2M7C2.	2 licenses

	<p>Six (6) units of Compellent SC220 Enclosure with serial numbers DC6P7C2, DC6M7P2, DCFR7C2, DCBM7C2, 53FCBS2 and 53GBBS2.</p>	<p>6 licenses</p>
Backup System		
<p>One (1) unit of Backup Server Dell PowerEdge R430 with serial number 44G3YC2.</p>	<p>1 license</p>	
<p>One (1) unit of Tape Library PowerVault TL4000 Tape Library with serial number BJGPDB2.</p>	<p>1 license</p>	
Management and Monitoring Solutions		
<p>One (1) unit of EMS Server - Dell PowerEdge R430 with serial number 4495YC2</p>	<p>1 license</p>	
<p>One (1) unit of SolarWinds Server - Dell PowerEdge R730 with serial number DZGH7C2</p>	<p>1 license</p>	
<p>One (1) unit of HP ArcSight EE7600-250 EPS Correlator Server Appliance with serial number SGH607WBC8</p>	<p>1 license</p>	
<p>One (1) unit of HP ArcSight L3505 Logger Server Appliance with serial number SGH610VLDT</p>	<p>1 license</p>	
<p>One (1) unit of HP ARST MC C6504 Connector Server Appliance with serial number SGH523VW44. End date</p>	<p>1 license</p>	
<p>2.</p>	<p>Software Licenses subscription and maintenance support</p>	<p>Within thirty (30)</p>

for a period of 12 months for the following:		calendar days from the receipt of NTP
NETVAULT		
One (1) license for NetVault Backup Server Enterprise Capacity Edition for Windows	1 license	
Twenty-five (25) licenses for NetVault Backup Single Heterogeneous Client	25 licenses	
Two (2) licenses for NetVault Backup Plugin for SQL Server Cluster on Windows	2 licenses	
Two (2) licenses for NetVault Backup File System Plugin Cluster Support	2 licenses	
Three (3) licenses for NetVault Backup Single Tape Drive	3 licenses	
Eight (8) licenses for NetVault BMR Single Client for Windows	8 licenses	
Four (4) licenses for NetVault Backup Single Smartclient with Single Heterogeneous Client	4 licenses	
Four (4) licenses for NetVault Backup Dynamically Shared Device Option	4 licenses	
Six (6) licenses for NetVault Backup Hyper-V Plugin	6 licenses	
SOLARWINDS		
Five (5) licenses for SolarWinds Dameware Remote Support.	5 licenses	
Two (2) licenses for SolarWinds Orion Additional Polling Engine.	2 licenses	
Three (3) licenses for SolarWinds Orion HA.	3 licenses	
One (1) license for	1 license	

	SolarWinds Orion Netflow Traffic Analyzer – SLX		
	One (1) license for SolarWinds Orion Network Configuration Manager v7 - DL100.	1 license	
	One (1) license for SolarWinds Orion Network Performance Monitor SLX.	1 license	
	One (1) license for SolarWinds Server & Application Monitor – ALX.	1 license	
	One (1) license for SolarWinds Storage Resource Monitor (up to 300 disks).	1 license	
	One (1) license for SolarWinds Web Performance Monitor – WPM.	1 license	

* The performance of the obligations under the Contract shall not go beyond the validity of the appropriation for the Project.

I hereby certify to comply and deliver all the above requirements.

Name of Company/Bidder

Signature Over Printed Name of Representative

Date

Technical Specifications
(Revised)

I. PROJECT TITLE

Maintenance and Support Services for Budget and Treasury Management System (BTMS) Equipment and Licenses

II. OBJECTIVE

To ensure the continuity and reliability of the BTMS in terms of network support and comprehensive maintenance services for the ICT Equipment and its related components/peripherals.

III. DURATION OF THE CONTRACT

The contract duration for the Maintenance and Support Services for Budget and Treasury Management System (BTMS) Equipment and Licenses shall be for twelve (12) months corresponding to the period of subscription for the licenses and the manufacturer-enrollment of the equipment.

IV. FIRM REQUIREMENTS

The CONTRACTOR must have extensive experience in providing ICT facility management services, preferably in a government setting as well as expertise with various ICT disciplines and shall manifest the following:

- 4.1 **Must be operational for at least (5) years.**
- 4.2 **Must have Local Operations Center to monitor and manage the infrastructure.**
- 4.3 **Must have 24x7x365 local operations and support.**
- 4.4 **Must have more than 3 years of experience in providing managed services. Operations Center must also be housed in a data center grade facility compliant (certified) to industry best practices such as ISO 27001:2013 Information Security Management System (ISMS).**

V. *SCOPE OF WORK AND SERVICES*

- 5.1 **The CONTRACTOR shall provide the renewal of the following ICT Equipment maintenance and support services from the end of each warranty until the end of contract duration. A Manufacturer Certificate of Enrollment shall be submitted to the ICTSS within thirty (30) calendar days from the receipt of NTP.**

5.1.1 Network Components

- 5.1.1.1 **Two (2) units of Cisco ISR 4451 Router with serial numbers FGL201510Q6 and FGL201510RM.**
End date: 30-Sep-20
- 5.1.1.2 **Two (2) units of Dell Networking N4032F Switch with serial numbers 76TZX42 and B6TZX42.**
End date: 30-Sep-20
- 5.1.1.3 **Two (2) units of Core Switch Dell Networking S6000-ON L3 with serial numbers 61YJ0Z1 and CR0WX42.**
End date: 01-Oct-20
- 5.1.1.4 **Two (2) units of SAN Switch Dell Networking S5000 Converged with serial numbers 2FQNNW1 and HDQNNW1.**
End date: 30-Sep-20
- 5.1.1.5 **Two (2) units of Load Balancer BIG-IP 4000s Local Traffic Manager with serial numbers f5-hzkk-cbpr and f5-lxen-ffor.**
End date: 30-Sep-20
- 5.1.1.6 **One (1) unit of Management Switch Dell Networking N1548 (OOBM) with serial number 11KZX42.**
End date: 30-Sep-20
- 5.1.1.7 **Four (4) units of MXL Switches Dell Blade XML Switches with serial numbers F17M7C2, F17N7C2, F17P7C2, and F17Q7C2.**
End date: 11-Nov-20
- 5.1.1.8 **One (1) unit of Cisco Catalyst 2960-CX with serial number F0C2122Z5FR.**
End date: 30-Sep-20

5.1.2 Security Components

- 5.1.2.1 **Two (2) units of External Firewall Juniper SRX1500 NGFW Appliance with serial numbers DB1916AK1477 and DB1916AK1478**
End date: 10-Nov-20
- 5.1.2.2 **One (1) unit of Juniper Management Juniper Junos Space 2500 with serial number 0319062016000058.**
End date: 30-Sep-20
- 5.1.2.3 **Two (2) units of IPS HP Tipping Point S2600 NX IPS Appliance with serial numbers US62FY75X9 and PR39FY72D2.**
End date: 30-Dec-20
- 5.1.2.4 **One (1) unit of HP Tipping Point SMS with serial number SVR-11-50R6-1K6W –**
End date: 30-Dec-20
- 5.1.2.5 **Two (2) units of Internal Firewall Dell SonicWall NSA 6600 NGFW Appliance with serial numbers C0EAE4E209C0 and C0EAE4E2088C.** End date: 08-Jun-21

5.1.3 Blade Servers

- 5.1.3.1 **One (1) unit of Blade Chassis Dell PowerEdge M1000e Modular Blade Enclosure, 10U Chassis with serial number F11J7C2.**
End date: 30-Sep-20

5.1.3.2 Six (6) units of Blade Servers Dell PowerEdge M830 with serial numbers F16P7C2, F16Q7C2, F16R7C2, F17H7C2, F17J7C2 and F17K7C2. End date: 30-Sep-20

5.1.4 Storage

5.1.4.1 Two (2) units of Compellent SC8000 Controller with serial numbers DCJR7C2 and DC2M7C2.

End date: 30-Sep-20

5.1.4.2 Six (6) units of Compellent SC220 Enclosure with serial numbers DC6P7C2, DC6M7P2, DCFR7C2, DCBM7C2, 53FCBS2 and 53GBBS2. End date: 30-Sep-20

5.1.5 Backup System

5.1.5.1 One (1) unit of Backup Server Dell PowerEdge R430 with serial number 44G3YC2.

End date: 14-Oct-20

5.1.5.2 One (1) unit of Tape Library PowerVault TL4000 Tape Library with serial number BJGPDB2.

End date: 30-Sep-20

5.1.6 Management and Monitoring Solutions

5.1.6.1 One (1) unit of EMS Server - Dell PowerEdge R430 with serial number 4495YC2.

End date: 14-Oct-20

5.1.6.2 One (1) unit of SolarWinds Server - Dell PowerEdge R730 with serial number DZGH7C2.

End date: 29-Sep-20

5.1.6.3 One (1) unit of HP ArcSight EE7600-250 EPS Correlator Server Appliance with serial number SGH607WBC8.

End date: 30-Sep-20

5.1.6.4 One (1) unit of HP ArcSight L3505 Logger Server Appliance with serial number SGH610VLDT.

End date: 30-Sep-20

5.1.6.5 One (1) unit of HP ARST MC C6504 Connector Server Appliance with serial number SGH523VW44.

End date: 30-Sep-20

5.2 The CONTRACTOR shall provide the renewal of the following Software Licenses subscription and maintenance support from the end of each warranty until the end of contract duration. Proof of license renewal shall be submitted to the ICTSS within thirty (30) calendar days from the receipt of NTP.

5.2.1 NETVAULT

5.2.1.1 One (1) license for NetVault Backup Server Enterprise Capacity Edition for Windows.

5.2.1.2 Twenty-five (25) licenses for NetVault Backup Single Heterogeneous Client.

5.2.1.3 Two (2) licenses for NetVault Backup Plugin for SQL Server Cluster on Windows.

5.2.1.4 Two (2) licenses for NetVault Backup File System Plugin Cluster Support.

5.2.1.5 Three (3) licenses for NetVault Backup Single Tape Drive.

5.2.1.6 Eight (8) licenses for NetVault BMR Single Client for Windows

5.2.1.7 Four (4) licenses for NetVault Backup Single Smartclient with Single Heterogeneous Client.

5.2.1.8 Four (4) licenses for NetVault Backup Dynamically Shared Device Option.

5.2.1.9 Six (6) licenses for NetVault Backup Hyper-V Plugin.

All NETVAULT End date: 30-Sep-20

5.2.2 SOLARWINDS

5.2.2.1 Five (5) licenses for SolarWinds Dameware Remote Support.

5.2.2.2 Two (2) licenses for SolarWinds Orion Additional Polling Engine.

5.2.2.3 Three (3) licenses for SolarWinds Orion HA.

5.2.2.4 One (1) license for SolarWinds Orion Netflow Traffic Analyzer – SLX.

5.2.2.5 One (1) license for SolarWinds Orion Network Configuration Manager v7 - DL100.

5.2.2.6 One (1) license for SolarWinds Orion Network Performance Monitor SLX.

5.2.2.7 One (1) license for SolarWinds Server & Application Monitor – ALX.

5.2.2.8 One (1) license for SolarWinds Storage Resource Monitor (up to 300 disks).

5.2.2.9 One (1) license for SolarWinds Web Performance Monitor – WPM.

All Solarwinds End date: 30-Sep-20

5.3 The CONTRACTOR must provide the following Maintenance and Support Services within thirty (30) calendar days from the receipt of NTP.

5.3.1 The CONTRACTOR shall maintain the BTMS Services at an availability level of 99.95% to be measure 24x7, with an allowable downtime of twenty-one (21) minutes per month.

5.3.2 The CONTRACTOR shall report any issue related to all ICT Equipment and its components/peripherals to the ICTSS and respective maintenance group for necessary action. Problem and resolution shall be logged in the BTMS Help Desk Facility.

5.3.3 The CONTRACTOR must ensure that the following will be provided by its respective maintenance group to maintain the functionality of all ICT Equipment and Software mentioned in Section 5.1 and 5.2:

5.3.3.1 Must be able to provide a 3-tier support:

5.3.3.1.1 Local reseller as the first-level support

5.3.3.1.2 Distributor as the second-level support

5.3.3.1.3 Principal as the third-level of support

5.3.3.2 Resolve every problem on both software and hardware components mentioned above within four (4) hours after it was reported during the subscription period. It shall refer to a condition wherein the reported problem is resolved by the CONTRACTOR to the satisfaction of the DBM.

5.3.3.3 Replace the defective parts/accessories of the same or better brand, model features, quality, and functionalities if not repaired within the allowable resolution time of four (4) hours during the subscription period at no additional cost to the DBM.

5.3.3.4 Provide service unit of at least the same brand, model, features, and functionalities or its equivalent in case of equipment breakdown at no additional cost to the DBM. The service unit shall be made available and operational within four (4) hours from the time the problem has been reported for the equipment undergoing repair during the subscription period.

However, mandatory replacement of defective units with a brand-new unit of the same or better brand or model shall be made, if not repaired beyond one (1) month from the time the service unit was provided, at no additional cost to the DBM.

5.3.4 The CONTRACTOR shall provide the following services which include the installation, configuration, maintenance, operation and support of all network devices. This also covers the redundant connectivity from CONTRACTOR's operations center to DBM data center. The end-to-end connectivity must always be available and reliable.

5.3.4.1 Must provide 24x7 infrastructure availability (up, down) and performance monitoring (utilization and health) on network components such as but not limited to:

5.3.4.1.1 Edge Routers, Core Switches, Access Switches

5.3.4.1.2 Resources like CPU, memory, network usage of both physical server and virtual servers.

5.3.4.1.3 Network traffic and service/application performance like database, web service, storage and others.

5.3.4.2 Must establish logical baselines for alerts specially for critical devices/ equipment.

5.3.4.3 Must have the capability to perform deep packet inspection, bandwidth distribution and utilization analysis for troubleshooting.

5.3.4.4 Should proactively notify the respective SPOC of the issues for mitigation (i.e. BW/CPU over-utilization/ 85% volume consumptions).

5.3.4.5 Must have at least one (1) primary monitoring tool across their infrastructure for faster correlation that performs the following:

5.3.4.5.1 View of Historical Data, Performance and Availability

5.3.4.5.2 View History of Configuration Event

5.3.4.5.3 Configuration and Backup Management

5.3.4.6 Must have real time performance monitoring and recording of historical report on the following bandwidth utilization:

5.3.4.6.1 Telco Links

5.3.4.6.2 Firewall and IPS Interfaces

5.3.4.6.3 Router Interfaces

5.3.4.6.4 Switch Uplinks

5.3.4.6.5 Other SNMP, Flow or WMI-enabled Equipment

5.3.4.6.6 Network Performance such as Packet drops, Packet Loss, Packet Error

5.3.4.6.7 Application Latency/ Delay

5.3.4.6.8 Server Delay

5.3.4.7 Must provide Level 1 troubleshooting capabilities for network such as:

5.3.4.7.1 Connectivity Checks

5.3.4.7.2 Performance Checks

5.3.4.7.3 Isolation

5.3.5 The CONTRACTOR shall provide the following Server/Back-up Monitoring and Management.

5.3.5.1 Must provide 24x7 server monitoring (physical or virtual) of windows and linux applications and operating systems at Network Operations Center (NOC) such as but not limited to:

5.3.5.1.1 Availability – Up, Down

5.3.5.1.2 Performance – Server Health, Utilization

5.3.5.1.2.1 CPU – an average of 75% utilization

5.3.5.1.2.2 Memory – an average of 80% utilization

5.3.5.1.2.3 Disk – maximum of 80% utilization

5.3.5.1.3 Critical Server Applications / Services - Running, Not Running

5.3.5.2 Must provide installation, configuration, troubleshooting support services such as but not limited to:

5.3.5.2.1 Server Operating System Builds including Upgrades

5.3.5.2.2 Server Optimization and Migration

5.3.5.2.3 Installation of Applications and Services

5.3.5.2.4 Coordination with Different Team for New Deployments

5.3.5.2.5 Server Log Analysis and Resolution

5.3.5.3 Must provide security maintenance services such as but not limited to:

5.3.5.3.1 Server Hardening (Windows, Linux)

5.3.5.3.2 Patch Management (Acquiring and Installing Patches)

5.3.5.4 Must provide hardware support and management services such as but not limited to:

5.3.5.4.1 Administration and Troubleshooting

5.3.5.4.2 Configuration Changes, if necessary

5.3.5.4.3 Support & Replacement (with RMA), in case of failure

5.3.5.4.4 Break-fix Remediation (with RMA), if necessary

5.3.5.5 Must provide back-up and restore services

5.3.5.5.1 Restoration and integrity testing of backups

5.3.5.5.2 Server Preventive Maintenance

5.3.5.6 Shall be able to resolve administration and operation (Systems, Database, Network, and Back-up) issues raised within four (4) hours after it was reported at BTMS Help Desk Facility.

5.3.6 The SERVICE PROVIDER shall provide support and administration for all network hardware and security devices, operating systems, cable connection and other products related to network and network security. This includes the processes and documentation based on ITIL guidelines and principles.

5.3.6.1 Must have at least 3 level of approvals before changes in the configuration of the client devices can be implemented.

5.3.6.2 Must have the capability to build relationships between configuration items and map service to the infrastructure to have a better view on what is impacted by the change or service request.

5.3.6.3 Must provide notification before and after activities as part of service request or change request.

5.3.6.4 Must coordinate and troubleshoot with 3rd party partners of the client, if necessary, to deliver end-to-end IT services for seamless user experience.

5.3.6.5 Must perform maintenance on all local network infrastructure components in line with the equipment manufacturers and/or the DBM's guidelines and ensure that configuration is in-line with best practices and firmware are kept current and secured.

5.3.6.6 Must remediate and troubleshoot of faults during installation and operations.

5.3.6.7 Must administer the cable and patch panel management and perform patching to resolve problems or reconfigure the LAN/WAN.

5.3.6.8 Must ensure that any maintenance action leading to a scheduled outage or a noticeable degradation of service is planned via the appropriate Change and Release Process in order to minimize disruption to the service.

5.3.6.9 Shall make recommendations on patches released by manufacturers.

5.3.6.10 Must ensure that users on the network are prevented from making malicious attacks on the network.

5.3.6.11 Must perform a periodic health check on all hardware.

5.3.6.12 Shall implement and manages access and authentication controls on all network components.

5.3.6.13 Shall provide 24x7 services such as install, configure, support and manage all network and security components, operating system and other software products related to in-scoped devices such as the following:

5.3.6.13.1 Firewall and IPS

5.3.6.13.2 Routers

5.3.6.13.3 Switches

5.3.6.13.4 Wireless Access Points/Controller

5.3.7 Shall provide the following as part of the service engagement output:

5.3.7.1 Must provide monthly Technical and Service Reports to be submitted every first week of the subsequent month covering the following items but not limited to:

5.3.7.1.1 Service Level Agreement (SLA) Reports

5.3.7.1.2 Incident, Problem, and Change Reports

5.3.7.1.3 Technical Performance Reports including Network Traffic Performance, Downtime, Uptime and Usage

5.3.7.1.4 Trending Analysis and Performance

5.3.7.1.5 Pre-determined time of proper and/or coordinated shutdown of various ICT Equipment (servers, routers, switches, etc.).

5.3.7.1.6 Resource Utilization

5.3.7.1.7 Health Status (e.g. performance, updates/upgrade, recommendations)

5.3.7.1.8 Aggregation and consolidation of various audit logs

5.3.7.1.9 Security Assessment (network incidents, security incidents, vulnerability report, root-cause-analysis)

5.3.7.1.10 Back-up Status Report

5.3.7.1.11 All Issues encountered/reported problem and its resolution

5.3.7.2 Incident Management - Escalation or restoration of services to minimize the adverse impact on the business operations.

5.3.7.3 Problem Management - Minimize the adverse impact of incidents and problems on the business that are caused by underlying errors within the IT infrastructure and proactively prevent recurrence of incidents related to these errors.

5.3.7.4 Change Management - Change management process will be agreed upon before any changes in the IT infrastructure will be implemented.

5.3.7.5 Vendor Management - Close coordination with client's partner i.e. telco and equipment supplier, if incident is related to them, for ticket status update until incident resolution.

5.3.7.6 Continuous Service Improvement to deliver technology, process and people improvement as aligned with client's operations strategy.

A Certificate of Acceptance shall be issued by the ICTSS once all the requirements are fully met by the CONTRACTOR.

VI. SERVICE LEVEL AGREEMENT

6.1 DBM shall maintain a Service Level Agreement (SLA) with the CONTRACTOR, with provisions for liquidated damages, as charged against its performance security, for their non-compliance.

Component	Description	Liquidated Damages
6.1.1 Provision of License/s	The CONTRACTOR shall provide the renewal of the licenses and maintenance support services mentioned in item 5.1, 5.2 and 5.3 from the end of each warranty until the end of contract duration. A Manufacturer Certificate of Enrollment/ Proof of License renewal shall be submitted to the ICTSS within thirty (30) calendar days from the receipt of NTP.	One (1) % of the total contract price shall be deducted per day of delay.
6.1.2 BTMS Services Availability	The CONTRACTOR shall maintain the BTMS Services at an availability level of 99.95% to be measure 24x7, with an allowable downtime of twenty-one (21) minutes per month.	1/10th of 1% of the total contract price shall be imposed per hour of systems/solutions unavailability in exceed to 21 minutes downtime per month.
6.1.3 Technical Support	Resolve every problem on both software and hardware components mentioned above within four (4) hours after it was reported during the subscription period. It shall refer to a condition wherein the reported problem is resolved by the CONTRACTOR to the satisfaction of the DBM.	1/10 th of 1% of the total contract price shall be imposed per hour of delay.
6.1.4 Replacement of Parts	The CONTRACTOR shall replace the defective parts/accessories of the same or better brand, model features, quality, and functionalities if not repaired within the allowable resolution time of four (4) hours during the subscription period at no additional cost to the DBM as specified in item 5.3.3.3.	1/10th of 1% of the total contract price shall be imposed per hour of delay.

6.1.5 Service Unit	The CONTRACTOR shall provide service unit of at least the same brand, model, features, and functionalities or its equivalent in case of equipment breakdown at no additional cost to the DBM. The service unit shall be made available and operational within four (4) hours from the time the problem has been reported for the equipment undergoing repair during the subscription period as specified in item 5.3.3.4.	1/10th of 1% of the total contract price shall be imposed per hour of delay.
6.1.6 Provision of System Backup	Must provide back-up and restore services as required in item 5.3.5.	1/10th of 1% of the total contract price shall be imposed per day of every backup not performed.
6.1.7 Systems Administration	Shall be able to resolve administration and operation (Systems, Database, Network, and Back-up) issues raised within four (4) hours after it was reported at BTMS Help Desk Facility.	1/10th of 1% of the total contract price shall be imposed per hour of delay.

VII. WARRANTIES OF THE CONTRACTOR

- 7.1 The CONTRACTOR warrants that it shall conform strictly to the terms and conditions of this TOR.**
- 7.2 The CONTRACTOR warrants represent and undertake the reliability of the services and that their manpower complements are hardworking, qualified/reliable, and dedicated to doing the service required to the satisfaction of the DBM. It shall employ well-behaved and honest employees with ID displayed conspicuously while working within the compound.**
- 7.3 The CONTRACTOR in the performance of its services shall secure, maintain at its own expense all registration, licenses, or permits required by National or Local Laws and shall comply with the rules, regulations, and directives of Regulatory Authorities and Commissions. The CONTRACTOR undertakes to pay all fees or charges payable to any instrumentality of government or any other duly constituted authority relating to the use or operation of the installation.**

- 7.4 **The CONTRACTOR's personnel shall take all necessary precautions for the safety of all persons and properties at or near their area of work and shall comply with all the standard and established safety regulations, rules and practices.**
- 7.5 **The CONTRACTOR shall coordinate with the authorized and/or designated DBM personnel in the performance of their jobs.**
- 7.6 **The CONTRACTOR shall be liable for loss, damage, or injury due directly or indirectly through the fault or negligence of its personnel. It shall assume full responsibility thereof and the DBM shall be specifically released from any liabilities arising therefrom.**
- 7.7 **The CONTRACTOR shall neither assign, transfer, pledge, nor sub-contract any part or interest of the contract.**
- 7.8 **The CONTRACTOR shall provide a services which shall include technical support, systems administration, network administration, incident response, provision of service unit, parts replacement for the hardware/appliance, preventive maintenance and monthly reports which shall be covered by Performance Security Bond equivalent to 10% of the total contract price. The said amount shall be released after the lapse of the warranty period. Provided, however, that the goods supplied are free from patent and latent defect and all conditions imposed under the contract have been fully met.**

The subscription period shall commence on the day the DBM issues the Certificate of Acceptance.

VIII. CONFIDENTIALITY OF DATA

- 8.1 **All project personnel of CONTRACTOR shall be required to sign a Non-Disclosure Agreement (NDA).**
- 8.2 **The CONTRACTOR agrees to hold the Proprietary Information in strict confidence. The CONTRACTOR furthermore agrees not to reproduce, translate, or disclose the Proprietary Information to third parties without the prior written approval of the DBM.**

IX. TERMS OF PAYMENT

- 9.1 **The CONTRACTOR shall be paid upon provision of licenses and support services of this Project subject to the required Final Withholding VAT (Services) of five percent (5%) and Expanded Withholding Tax of two percent (2%).**
- 9.2 **The CONTRACTOR shall be paid from submission of the following documentary requirements:**
- 1.2.1 Billing Statement/ Statement of Account**
 - 1.2.2 Manufacturer Certificate of License Enrollment**
 - 1.2.3 Certificate of Acceptance issued by the ICTSS**
 - 1.2.4 Non-Disclosure Agreement**
- 9.3 **No advance payment shall be made as provided for in Section 88 of Presidential Decree No. 1445 (Government Auditing Code of the Philippines).**

X. PRE-TERMINATION OF CONTRACT

- 10.1 **The contract for the Maintenance and Support Services for BTMS Equipment and Licenses may be pre-terminated by the DBM for any violation of the terms of the contract. In the case of pre-termination, the CONTRACTOR shall be informed by the DBM thirty (30) days before such pre-termination.**
- 10.2 **In the case of pre-termination, the CONTRACTOR shall be liable to additional liquidated damage equivalent to one percent (1%) of the contract price as provided by the Government Accounting Manual (GAM) and forfeiture of the Performance Security.**
- 10.3 **The DBM shall have the right to blacklist the CONTRACTOR in case of pre-termination.**

Price Breakdown
(Revised)

Name of Bidder _____ Project ID No. **DBM-2020-42** Page __ of __

Particulars	License Quantity	Unit Cost	Total Cost (Unit Cost x License Quantity Inclusive of VAT)
Network Components			
Cisco ISR 4451 Router	2		
Dell Networking N4032F Switch	2		
Core Switch Dell Networking S6000-ON L3	2		
SAN Switch Dell Networking S5000 Converged	2		
Load Balancer BIG-IP 4000s Local Traffic Manager	2		
Management Switch Dell Networking N1548 (OOBM)	1		
MXL Switches Dell Blade XML Switches	4		
Cisco Catalyst 2960-CX	1		
Security Components			
External Firewall Juniper SRX1500 NGFW Appliance	2		
Juniper Management Juniper Junos Space 2500	1		
IPS HP Tipping Point S2600 NX IPS Appliance	2		
HP Tipping Point SMS	1		
Internal Firewall Dell SonicWall NSA 6600 NGFW Appliance	2		
Blade Servers			
Blade Chassis Dell PowerEdge M1000e Modular Blade Enclosure, 10U Chassis	1		
Blade Servers Dell PowerEdge M830	6		
Storage			
Compellent SC8000 Controller	2		
Compellent SC220 Enclosure	6		
Backup System			
Backup Server Dell PowerEdge R430	1		
Tape Library PowerVault TL4000 Tape Library	1		
Management and Monitoring Solutions			
EMS Server - Dell PowerEdge R430	1		
SolarWinds Server - Dell PowerEdge R730	1		

HP ArcSight EE7600-250 EPS Correlator Server Appliance	1		
HP ArcSight L3505 Logger Server Appliance	1		
HP ARST MC C6504 Connector Server Appliance	1		
NETVAULT			
NetVault Backup Server Enterprise Capacity Edition for Windows	1		
NetVault Backup Single Heterogeneous Client	25		
NetVault Backup Plugin for SQL Server Cluster on Windows	2		
NetVault Backup File System Plugin Cluster Support	2		
NetVault Backup Single Tape Drive	3		
NetVault BMR Single Client for Windows	8		
NetVault Backup Single Smartclient with Single Heterogeneous Client	4		
NetVault Backup Dynamically Shared Device Option	4		
NetVault Backup Hyper-V Plugin	6		
SOLARWINDS			
SolarWinds Dameware Remote Support.	5		
SolarWinds Orion Additional Polling Engine.	2		
SolarWinds Orion HA.	3		
SolarWinds Orion Netflow Traffic Analyzer – SLX	1		
SolarWinds Orion Network Configuration Manager v7 - DL100.	1		
SolarWinds Orion Network Performance Monitor SLX.	1		
SolarWinds Server & Application Monitor – ALX.	1		
SolarWinds Storage Resource Monitor (up to 300 disks).	1		
SolarWinds Web Performance Monitor – WPM.	1		
TOTAL			

Name: _____

Legal Capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of: _____