



SUPPLEMENTAL BID BULLETIN NO. 1

**PROVISION OF COMPREHENSIVE PREVENTIVE MAINTENANCE
AND REPAIR SERVICES FOR THE PRIMARY SERVERS, APPLICATIONS,
VIRTUALIZATION, AND STORAGE EQUIPMENT**

This Supplemental Bid Bulletin for the Provision of Comprehensive Preventive Maintenance and Repair Services for the Primary Servers, Applications, Virtualization, and Storage Equipment is issued to clarify, amend and/or modify certain provisions in the bidding documents as a result of the Pre-bid Conference held on February 14, 2019:

A. Response to Queries

Query No.	REFERENCE	QUERIES/CLARIFICATIONS	BAC RESPONSE
1	Section VII. Technical Specifications Item No. 8 – List of Equipment and Software 8 units of ESXi Servers 6.5	With regard to the 8 ESXi hypervisors requirement, to what hardware are they installed?	The 8 ESXi hosts are installed in the Dell PowerEdge M820 blade servers.
		and Do we need to maintain also these 8 physical hosts?	
2	Section VII. Technical Specifications Item No. 1 - List of Equipment and Software 2 units PowerEdge M820	Why is it that there are only 2 units of M820 hardware to be maintained when you indicated 8 ESXi hypervisors?	The remaining 6 units of physical servers (Dell PowerEdge M820) are included in a separate project.
3	Section VII. Technical Specifications Item No. 2 - List of Equipment and Software 2 units PowerEdge M1000E	What are the function of the 2 units of M1000E? Are they used as a chassis server only?	Yes.
4	Section VII. Technical Specifications		

	Item No. 5 - List of Equipment and Software 2 units SQL Server	What are the applications that connect to the 2 units of SQL servers?	The 2 units of SQL server are being used by 2 servers with Sharepoint and/or RapidFlows applications installed.
5		Do we also need to provide support to these applications that are using these databases?	No. The applications that are using the databases are being maintained by our in-house System Developer/Programmer.
6	Section VII. Technical Specifications Item No. 7 - List of Equipment and Software 1 unit Sharepoint 2013/2016	Do you have custom applications installed into the Sharepoint server?	There is no custom applications installed in sharepoint
7		What if errors arise within the custom apps such as 3rd party apps within the Sharepoint server? Do we need to cover them too?	None
8	Section VII. Technical Specifications Item No. 1 – Scope of Work Conduct the initial meeting and assessment of the PPPC setup	Are all Engineers required to attend the initial meeting/visit?	We prefer that everyone involved in the implementation should attend, if not at least one engineer should attend
9	Section VII. Technical Specifications Item No. 18 – Responsibility of the Comprehensive Repair and Maintenance Provider Ensure availability of Engineers	When is the regular visit of Engineer?	At least one (1) engineer available during regular visit every 4 th week of the month
10	Section VII. Technical Specifications Item No. 18 – Responsibility of the Comprehensive Repair and Maintenance Provider	With regard to the regular visit, are there chances that you will require us to conduct monthly visit on a weekend?	The service provider is not required to render

	Ensure availability of Engineers		service on a weekend, but they are obliged to provide service in cases when there are problems encountered and there is a need to troubleshoot the issue when no users are using the system.
11		Are we always required to render on-site support, or would you allow remote technical support such as via phone or email?	The PPP Center shall assess the problem and will decide if an on-site support will be needed or not. Simple problems such as network connectivity issues which affect only a few users can be allowed to be resolved via phone or email only. But complex issues which affect the entire Center such as hardware failure, it should be handled immediately and troubleshoot on-site.
12		Are we also required to render unlimited on-site support?	Yes. As long as there are unresolved complex issues, the service provider is required to visit the PPP Center and work on-site.
13	Section VII. Technical Specifications Item No. 12 – Responsibility of the Comprehensive Repair and Maintenance Provider Submit monthly AR for each personnel conducting monthly site visit to the PPP Center every 1 st week of the succeeding month	When is the submission of monthly accomplishment report and other monthly submissions?	Monthly Accomplishment Report (AR) should be received by the MISD at any day (Mondays – Fridays, 8-5pm) within the 1 st week

			of the succeeding month after each monthly site visit
14	Bid Data Sheet 24.1 Deadline of Bid Submission	What time on Feb 26 is the deadline for the submission of bid?	The deadline of submission is at 2:00pm on February 26, 2019.
15	ITB Clause 20. Marking and Marking of Bids	How many copies of bid do we need to provide?	Each Bidder shall submit one (1) original and two (2) copies of the first and second components of its bid. Bidders shall enclose their original eligibility and technical documents described in in one sealed envelope marked "ORIGINAL - TECHNICAL COMPONENT", and the original of their financial component in another sealed envelope marked "ORIGINAL - FINANCIAL COMPONENT", sealing them all in an outer envelope marked "ORIGINAL BID".
	Section VII. Technical Specifications Item No. 1, 2&3 – List of Equipment and Software	With Dell, are the pro support still active or expired	The Dell pro support or warranty is expired. The Service provider should include this pro support or extension warranty

This Supplemental Bid Bulletin shall form part of the Bid Documents. Any provision in the Bid Documents inconsistent herewith is hereby amended, modified and superseded accordingly.

Issued this 18th day of February 2019.


FEROISA FRANCISCA T. CONCORDIA
Chairperson, Bids and Awards Committee