



REPUBLIC OF THE PHILIPPINES
PUBLIC-PRIVATE PARTNERSHIP
CENTER

SUPPLEMENTAL BID BULLETIN NO. 1

Provision of Preventive Maintenance, Support Services, and Extended Warranty for Servers and Storage Equipment; and Renewal of Licenses and Provision of Preventive Maintenance and Support Services for Virtualization Software for FY 2020

This Supplemental Bid Bulletin for the Provision of Preventive Maintenance, Support Services, and Extended Warranty for Servers and Storage Equipment; and Renewal of Licenses and Provision of Preventive Maintenance and Support Services for Virtualization Software for FY 2020 is issued to clarify, amend and/or modify certain provisions in the bidding documents:

A. Response to Queries

Query No.	REFERENCE	QUERIES/CLARIFICATIONS	BAC RESPONSE						
1	Section VII. Technical Specification, Item 1- One-Year License Subscription Renewal for the following VMware:	1. VMware software has no serial number of the VMware Software? Can you share the identification of the specific software	<p>Please refer to the following original Part Number that corresponds to the identification of the VMware software aside from the Contract ID:</p> <ul style="list-style-type: none"> a. VMware* vSphere 5 standard (8) – VS5-STD-C b. VMware* vCenter Server 5 standard for vSphere (2) – VS5-STD-C c. VMware* vSphere 6 standard (8) – VS6-STD-C d. VMware* vCenter Server 6 Standard for vSphere (2) – VCS6-STD-C <p><i>* Pls. note that the VMware software were upgraded to 6.5 as indicated in the Technical Specification.</i></p>						
2		2. Clarification: How many VMware vCenter will be renewed in <i>Contract ID 454187930</i> ?	<p>The following number of VMware vCenter will be renewed under Contract ID Number 454187930 :</p> <table border="1"> <thead> <tr> <th>Qty.</th> <th>Part No.</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>VMWVS6-STD-C</td> <td>VMware vCenter Server 6 Standard <i>Contract ID Number is 454187930</i></td> </tr> </tbody> </table>	Qty.	Part No.	Description	2	VMWVS6-STD-C	VMware vCenter Server 6 Standard <i>Contract ID Number is 454187930</i>
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3		Clarification on the (8) VMWVS6-STD-C VMware vCenter. Is this vCenter or vSphere	It will be (8) VMWVS6-STD-C VMware vSphere
4	Section VII. Technical Specification, Item 2 - Preventive Maintenance and Support Services for the following virtualization, Servers and Storage Equipment (January 1 to December 31, 2020)	What is the scope of work for the Microsoft product listed in the Item 3 of the Technical Specification?	<p>The following will be the scope of work for the Microsoft Products:</p> <p>4.4 Microsoft product Preventive Maintenance Support Services</p> <p>4.4.1 Provide 1 year Preventive Maintenance Support Services with the following coverage:</p> <ol style="list-style-type: none"> a. Provide technical expertise, support and services on Microsoft product resolving any issues or cases. b. Review any updates provided by Microsoft and install if applicable. c. Provide mission critical technical support <ul style="list-style-type: none"> o 4HR (24x7) (4 hrs response on-site 24x7) o Next Business Day 5x8 onsite support o Scheduled quarterly preventive maintenance/health check monitoring. d. Any other provisions applicable in <i>item 4.3 Scope of work - Other Scope of Work Common to VMware License Subscription Renewal and Equipment Covered by Extended Warranty and Preventive Maintenance</i>

B. Amendment to the Bidding Documents

No	Original Provisions in the Bidding Documents	Amended Provision in the Bidding Documents																																				
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3	<p>Section VII. Technical Specifications, Scope of Work : , Item No. 4</p> <p><i>“ Include the scope of work of Microsoft Product as suggested by the vendor during pre-bid conference”</i></p>	<p>Section VII. Technical Specifications, Scope of Work : , Item No. 4</p> <p>Scope of work for the Microsoft Products:</p> <p>4.4 Microsoft product Preventive Maintenance Support Services</p> <p>4.4.1 Provide 1 year Preventive Maintenance Support Services with the following coverage:</p> <p>a. Provide technical expertise, support and services on Microsoft product resolving any issues or cases.</p>									

		<ul style="list-style-type: none"> b. Review any updates provided by Microsoft and install if applicable. c. Provide mission critical technical support <ul style="list-style-type: none"> o 4HR (24x7) (4 hrs. response on-site 24x7) o Next Business Day 5x8 onsite support o Scheduled quarterly preventive maintenance/health check monitoring. d. Any other provisions applicable in <i>item 4.3 Scope of work - Other Scope of Work Common to VMware License Subscription Renewal and Equipment Covered by Extended Warranty and Preventive Maintenance</i>
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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 27 day of November 2019.


FEROISA FRANCISCA T. CONCORDIA
Chairperson, Bids and Awards Committee

Amended Section VI - Schedule of Requirements

Provision of Preventive Maintenance, Support Services, and Extended Warranty for Servers and Storage Equipment; and Renewal of Licenses and Provision of Preventive Maintenance and Support Services for Virtualization Software for FY 2020

Item Number	Description	Quantity	Delivered, Weeks/Months
1	<p>Provide Preventive Maintenance, Support Services, and Extended Warranty for Primary Servers and Storage Equipment; and Renewal of Licenses and Provision of Preventive Maintenance and Support Services for Virtualization Software</p> <p>1.1 License subscription renewal for 1 year for VMware</p> <p>1.2 Warranty extension for 1 year for Dell Hardware and IBM server</p> <p>1.3 For preventive maintenance support service for VMware Software:</p> <p>1.3.1 VMWare Basic Support and Subscription Service</p> <p>1.3.2 Conduct a scheduled twice a year VMWare Virtualization Health check service and monitoring which includes:</p> <ul style="list-style-type: none"> ▪ One (1) on-premise Data Center ▪ Four (4) VMware vCenter Server ▪ Thirty-two (32) VMware ESXi hosts 	1 lot	<p>Immediately upon the issuance of Notice to Proceed (NTP)</p> <p>Upon expiration of the existing subscription. Please refer to Section VII. Technical Specifications</p> <p>Upon expiration of the warranty extension. Please refer to Section VII. Technical Specifications</p> <p>As the need arises</p> <p>Refer to Item 5 of this Section</p>

Item Number	Description	Quantity	Delivered, Weeks/Months
	<p>1.4 For preventive maintenance and provision of support service for Hardware:</p> <p>1.4.1 ProSupport and mission critical technical support</p> <ul style="list-style-type: none"> ▪ ProSupport Plus ▪ ProSupport for IT Tech ▪ Four (4)-hour (24x7) (4 hours response on-site 24x7) <p>1.4.2 Next Business Day; 5x8 onsite support</p> <p>1.4.3 Scheduled quarterly preventive maintenance/health check monitoring</p> <p>1.4.4 Firmware/software updated</p> <p>1.5 Microsoft product Preventive Maintenance Support Services</p> <p><i>(Refer to the List of Hardware and Software and other components in Section VII: Technical Specifications)</i></p>		<p>Within the contract period</p> <p>For Hardware:</p> <ul style="list-style-type: none"> ▪ 1st Quarter: Last week of February ▪ 2nd Quarter: Last week of May ▪ 3rd Quarter: Last week of August ▪ 4th Quarter: Last week of November <p>As advised by the PPP Center</p> <p>As needed arises within the contract period</p>
2	<p>Submission of the following:</p> <p>2.1 Certificate of Service Support from the Manufacturer authorizing the Service Provider to conduct preventive maintenance services of</p>		<p>Upon receipt of NTP</p>

Item Number	Description	Quantity	Delivered, Weeks/Months
	<p>listed items in the Technical Specifications,</p> <p>2.2 Certificate of Replacement from the Manufacturer for defective items to be replaced</p> <p>2.3 Repair or Return Merchandise Authorization (RMA) Certificate from the manufacturer or authorized repair service</p> <p><i>* Similar Certificates for support, repair and replacement (items 2.1, 2.2 and 2.3) can be submitted subject to the review of the end-user to check the validity and applicability; and to ensure that it would not affect the operation of the PPP Center during the conduct of maintenance</i></p> <p>2.4 Curriculum Vitae of certified engineers or equivalent who will conduct maintenance services</p>		
3	Conduct the initial review and evaluation of all covered areas of services for the purpose of determining the initial status of all servers, storage and virtualization on the warranty extension and renewal of licenses and to verify if there are updates to be undertaken.	1 lot	Within 5 working days after the issuance of NTP
4	Provide the initial assessment report and recommendation and work plan based on the result in <i>Schedule of Requirements - Item No. 3</i> as reviewed	1 lot	Within five (5) working days after conduct of initial review
5	Conduct the scheduled quarterly preventive maintenance/health check monitoring for hardware and the scheduled twice a year for VMWare	1 lot	For Hardware: <ul style="list-style-type: none"> ▪ 1st Quarter: Last week of February ▪ 2nd Quarter: Last week of May

Item Number	Description	Quantity	Delivered, Weeks/Months
			<ul style="list-style-type: none"> ▪ 3rd Quarter: Last week of August ▪ 4th Quarter: Last week of November <p>For VMWare:</p> <ul style="list-style-type: none"> ▪ Last week of February ▪ Last week of August
6	Provide the health check report and recommendation based on the result of <i>Schedule of Requirements - Item No. 5.</i>		Within five (5) working days after conduct of scheduled preventive maintenance
7	Repair or provide the RMA for the damaged component if it is within repair M1000e component such as power supply, fan, Network Interface Card, Force10, I/O, blade switch, Fiber channel, etc.; Blade Server component such as memory, disk, etc. NAS storage component such as disks, memory, CPU, etc.	1 lot	Return the repaired component fifteen (15) days after the date of pull-out from PPP Center
8	Replace with a similar unit or higher if the ICT device/component is beyond repair under this contract period	1 lot	Within 30 working days
9	Ensure availability of affected services by migrating them to other available resources in cases when a component or equipment is pulled out for repair/replacement.	1 lot	Immediately after the defective unit was pulled-out
10	Milestone Payment Requirement		
	10.1 Mobilization Activities 10.1.1 Maintenance Service Kick-off meeting 10.1.2 Conduct the initial review and evaluation as indicated in Item no. 3 of this Section.		Within the first month of the Maintenance services

Item Number	Description	Quantity	Delivered, Weeks/Months
	<p>10.1.3 Summary of Findings need to be corrected based on item 10.1.2</p> <p>10.1.4 Provide/submit work plan or checklist of activities/monitoring to be conducted within the contract period as indicated in Item 2 of the Scope of Work in Section VII – Technical Specifications</p> <p>10.1.5 Submit the report in electronic and printed copy</p>	5% of the contract amount	
	<p>During the regular service in each Quarter activities :</p> <p>10.2.1 Submit reports for each quarter in electronic and printed copy</p> <p>10.2.2 Updated status of the work plan every quarterly activities</p>	<p>Contract payment amount for each quarterly service</p> <p>25%</p> <p>25%</p> <p>25%</p> <p>10%</p>	<ul style="list-style-type: none"> ▪ 1st Quarter: Last week of February ▪ 2nd Quarter: Last week of May ▪ 3rd Quarter: Last week of August ▪ 4th Quarter: Last week of November
	<p>10.3 Submission of the following documents for the Last Milestone and Acceptance of Service Maintenance</p> <p>10.3.1 Submit the summary of all the quarterly reports in electronic and printed copy</p> <p>10.3.2 Updated inventory of all ICT component of the covered areas of Preventive Maintenance agreement</p>	10% of the contract amount	One (1) month before the end of Contract

Item Number	Description	Quantity	Delivered, Weeks/Months
	10.3.3 Completion report assessment and recommendation for future improvement of the covered areas of Preventive Maintenance agreement as indicated in the <i>Schedule of Requirements Item no. 5</i> of this section		

CONFORME:

Name of Company/Prospective Bidder

By:

Printed Name and Signature of Authorized Representative

Date

Amended Section VII - Technical Specifications

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. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause 3.1(a)(ii) and/or GCC Clause 2.1(a)(ii) Item.

		Specification			Statement of Compliance
1	One-Year License Subscription Renewal for the following VMware:				
	Qty.	Serial No./Service Tag/Part No.	Description	Expiration of Subscription	
	2	VCS6-STD-G-SSS-C	VMWare vCenter Server 6 Standard for vSphere 6 per instance, Basic Support/ Subscription VMWare vCenter Server 6 Standard for vSphere 6 per instance, Original Part No. VS5-STD-C <i>Contract Number: 411752770</i>	Instance End Date - 10/15/2020	
	8	VS6-STD-G-SSS-C	VMware VSphere 6 Standard for 1 processor, Basic Support/ Subscription VMWare vSphere 6 Standard for 1 processor, Part No. VS5-STD-C <i>Contract Number: 411752770</i>	Instance End Date - 10/15/2020	
	2	VMWVS6-STD-C	VMWare vCenter Server 6 Standard for vSphere 6 per instance,	Instance End Date - 06/22/2019	

		Specification		Statement of Compliance
			Basic Support/ Subscription VMWare vCenter Server 6 Standard for vSphere 6 per instance, Part No. VS6-STD-C <i>Contract Number: 454187930</i>	
8	VMWVS6- STD-C	VMware vSphere Server 6 Standard for 1 processor, Basic Support/ Subscription VMWare vSphere 6 Standard for 1 processor, Part No. VS6-STD-C <i>Contract ID Number is 454187930</i>	Instance End Date – 06/22/2019	
		<p>Additional Information: (Please refer to Scope of Work)</p> <ul style="list-style-type: none"> • Other OS installed: Ubuntu 14.04 FreeBSD 10.1 • Database: <ul style="list-style-type: none"> ○ MS SQL 2012 • Virtual Machines' roles are the following: <ul style="list-style-type: none"> ○ DNS, DHCP, application servers, database server, server for monitoring tools, anti-virus server, domain controller and mail servers. • Network Attached Storage (NAS) for file server 		
2	One-Year Warranty Extension for the following Servers and Storage Equipment			
	1	7KY8F02	Chassis Server:Dell Power Edge M1000E Modular (include all components and modules installed, operating system i.e. Fans, Force 10, Power supply, network ports, I/O Cards, etc.)	October 15, 2020
	1	7VW6F02		October 15, 2020

	Specification			Statement of Compliance
1	H9T6F02	NAS Server: Dell Power Vault NX3200 (include all components and modules installed, operating system i.e. Hard Disk, Power supply, network ports, etc.)	October 15, 2020	
1	2KW2F02		October 15, 2020	
1	6ZV5F02		October 15, 2020	
1	19W4F02		March 26, 2017	
1	1KW2F02		March 26, 2017	
1	6HW2F02	Blade Server: Dell Power Edge Blade M820 Servers Intel Xeon Processor E5-4610 <ul style="list-style-type: none"> • Include all components and modules installed i.e. Daughter card, memory, Hard Disk, Broadcom 57810-k, H710P controller, SD card for iDRAC, etc. Note of the Current Server Operating Systems installed: <ul style="list-style-type: none"> ○ Windows Server 2012 R2 Data Center ○ Windows Server 2012 R2 Standard 	October 15, 2020	
1	FCW3F02		October 15, 2020	
1	J8T6F02		March 21, 2017	
1	5JW2F02		March 21, 2017	
1	3JW1F02		March 21, 2017	
1	1JW1F02		March 21, 2017	
1	J91GH62	Blade Server: Dell Power Edge Blade M830 Servers Intel Xeon Processor E5-4610 <ul style="list-style-type: none"> • Include all components and modules installed i.e. Daughter card, memory, Hard Disk, Broadcom 57810-k, H710P controller, SD card for iDRAC, etc. 	March 18, 2020	
1	J91D8F2		March 18, 2020	
1	1628F02	Storage Server Controller 1: Dell Compellent Array Controller: CT-SC8000-16GB Include all components/modules installed, i.e. module cards	April 1, 2017	

				Specification	Statement of Compliance
	1	JN41F02	Storage Server Enclosure 1: Dell Compellent Enclosure SC220 <ul style="list-style-type: none"> • Include all components/ module installed and with seventeen (17) units Hard Disk 1,2 TB SAS 6GB 10K 2.5” drive bay (slot 0-16) 	April 1, 2017	
	1	FP1QGB2	Storage Server Controller 2: Dell Compellent Array Controller: CT-SC8000-16GB <ul style="list-style-type: none"> • Include all components/modules installed, i.e. module cards 	August 31, 2019	
	1	5YN3HD2	Storage Server Enclosure 2: Dell Compellent Enclosure SC220 Include all components/ module installed and with eighteen (18) units Hard Disk 1,2 TB SAS 6GB 10K 2.5” drive bay (slot 0-6)	August 31, 2019	
	1	No Service tag	IBM Standalone server System X 3250 M5 5458B2A Include; Windows Server 2012 R2 Standard 64-bit installed, 1TB HDD 3.5in 7.2 SATA, 8GB memoryDDR3, 1 socket, 4cores,	May 16, 2017	
3	Preventive Maintenance and Support Services for the following virtualization, Servers and Storage Equipment (January 1 to December 31, 2020)				
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	1	7VW6F02 Power Edge M1000E	
	1	H9T6F02	
	1	2KW2F02	
	1	6ZV5F02	
	1	19W4F02	
	1	1KW2F02	
	1	6HW2F02	
	1	FCW3F02	
	1	J8T6F02	
	1	5JW2F02	
	1	3JW1F02	
	1	1JW1F02	
	1	J91GH62	
	1	J91D8F2	
	1	1628F02	
	1	JN41F02	
	1	5YN3HD2	
	1	5YN3HD2	
	1	No Service Tag	
	2	MS Exchange	
	2	SQL Server	
	2	Active Directory	
	1	Sharepoint	
4	Scope of Work		
	4.1. VMware License Subscription Renewal <ul style="list-style-type: none"> Provide 1 year Software License Subscription Renewal for the VMware software as listed above Provide 1 year Preventive Maintenance Support Services with the following coverage: 		

	Specification	Statement of Compliance
	<ul style="list-style-type: none"> ○ VMware Basic Support and Subscription Service ○ Conduct the scheduled twice a year VMware Virtualization Health check Service and monitoring of One (1) Data Center with: <ul style="list-style-type: none"> ✓ Four (4) VMware vCenter Server ✓ Thirty-two (32) VMware ESXi hosts 	
	<p>4.2 Servers and Storage Equipment covered under Extended Warranty</p> <ul style="list-style-type: none"> ● Provide 1 year Warranty Extension for the following Servers and Storage Equipment as listed above. ● Provide 1 year Preventive Maintenance Support Services with the following coverage: <ul style="list-style-type: none"> ○ Prosupport and mission critical technical support <ul style="list-style-type: none"> - ProSupport Plus - ProSupport for IT Tech - 4HR (24x7) (4 hrs response on-site 24x7) ○ <i>Next Business Day 5x8 onsite support</i> ○ <i>Scheduled quarterly preventive maintenance/health check monitoring.</i> ○ <i>Firmware/software updated if needed or advised by principal</i> 	
	<p>4.3 Other Scope of Work Common to VMware License Subscription Renewal and Equipment Covered by Extended Warranty and Preventive Maintenance</p>	
	<p>4.3.1 VMware Virtualization Health Check Service and Monitoring covering the following:</p> <ol style="list-style-type: none"> a. Examine the VMware VSphere Infrastructure setup b. Validate technical consistency examining the use or good practice c. Identify potential areas of system degradation and bottlenecks d. Identify gaps in current practices and areas of concern e. Provide remediation recommendations 	
	<p>4.3.2 Provide document of Basic Support and Subscription Service for VMware covering the features, support and Health Check Service checklist</p>	

	Specification	Statement of Compliance
	4.3.3 Conduct of the initial meeting and assessment of the PPPC computing setup, configuration, high availability and redundancy based on the list of equipment, software and virtualization above. Submit a utilization report and recommendation in any gap and defects found during the initial assessment within 5 working days	
	4.3.4 Recommend improvement and provide solution based on the initial assessment (i.e. server V-motion, VMware, primary and secondary Exchange, AD and Sharepoint, memory allocation and disk requirement among others)	
	4.3.5 Submit work plan or checklist of activities and strategy to monitor system performance (server/connectivity/virtualization/storage) to be conducted within the contract period.	
	4.3.6 Response time of not more than four (4) hours after receipt of call for on-site support to troubleshoot major issues.	
	4.3.7 Provide high quality assurance in all work and maintain uptime of the above listed components included in this contract.	
	4.3.8 If the ICT unit//component is repairable, repair and return the same within 15 calendar days after pull-out from the PPP Center premises.	
	4.3.9 If the ICT unit//component is diagnosed as defective, replace the same within 30 calendar days. Please refer to the Schedule of Requirements in this TOR.	
	4.3.10 Provide escalation level procedure including manufacturer's assistance, subject to PPP Center's review and approval.	
	4.3.11 Provide on-site technical support for all reported major issues which cannot be resolved via remote technical support (email/phone call/chat),	
	4.3.12 Perform firmware/software update if available or as advised by PPP Center.	
	4.3.13 Maintain an inventory of equipment, components, applications, servers, software licenses, and other equipment updated to be submitted after three (3) working days after the conduct of the maintenance visit.	
	4.3.14 Ensure availability of affected services by migrating them to other available resources and/or provide replacement parts of malfunctioning component when deemed necessary.	

	Specification	Statement of Compliance
	4.3.15 Submission of Final Technical Documentation as specified in Section VI - Schedule of Requirements - i.e updates/upgrades, maintenance, repair, assessment, recommendations and any adjustments in the setup configuration of the listed equipment.	
	4.4 Microsoft product Preventive Maintenance Support Services	
	<p>4.4.1 Provide 1 year Preventive Maintenance Support Services with the following coverage:</p> <ul style="list-style-type: none"> a. Provide technical expertise, support and services on Microsoft product resolving any issues or cases. b. Review any updates provided by Microsoft and install if applicable. c. Provide mission critical technical support <ul style="list-style-type: none"> o 4HR (24x7) (4 hrs. response on-site 24x7) o Next Business Day 5x8 onsite support o Scheduled quarterly preventive maintenance/health check monitoring. d. Any other provisions applicable in <i>item 4.3 Scope of work - Other Scope of Work Common to VMware License Subscription Renewal and Equipment Covered by Extended Warranty and Preventive Maintenance</i> 	
5	Qualification Requirements of the Comprehensive Preventive Maintenance and Support Services Provider	
	5.1 The Service Provider should be an established ICT integrator, and support and services company at least within 5 years and has the capacity and ability to provide preventive repair and maintenance support services and technical advisory for the period required.	
	5.2 Must be an Authorized Distributor, Reseller, Partner or Dealer of the Equipment Manufacturer.	
	5.3 Must have certified engineers who should be always available to conduct maintenance services.	
	<p>5.4 Must have at least one of these certifications e.g. CompTIA Server+, Dell PowerEdge Specialist, etc.;</p> <p>* <i>Project Completion Certificate should indicate that the services provided was <u>satisfactorily</u> and successfully completed.</i></p> <p>* <i>Similar contracts shall refer to the corresponding technical requirements as specified above (i.e.</i></p>	

	Specification	Statement of Compliance
	<i>similar in applications, configurations, servers and storage management and administration, repairs, and maintenance).</i>	
6	Responsibility of the Comprehensive Preventive Maintenance and Support Services Provider	
	6.1 Provide the comprehensive preventive maintenance, health check and support services to the PPP Center as indicated in the scope of work	
	6.2 Provide and process the warranty extension for hardware and renewal of licenses for the software as indicated in the above list of ICT components	
	6.3 Ensure safety of the systems and personnel during the conduct of preventive maintenance;	
	6.4 Provide the necessary tools/ equipment/ materials/trainings/ analyzers to the qualified engineers during the conduct of maintenance services but subject to the review and approval of the MISD;	
	6.5 Coordinate with MISD any activities such as testing, shutdown, repair, cleaning, integration, transfer, migration, decommissioning/commissioning among others during the maintenance or incident period to avoid disruption within PPP Center and other offices. Those major activities to be conducted must be accompanied with a work plan, to be submitted prior to such activity.	
	6.6 Set schedule and notify PPP Center in advance of all activities to be conducted i.e. shutdown, upgrade, update, maintenance that may cause interruptions;	
	6.7 Provide an escalation procedure and contact focal person (team lead) in the conduct of maintenance services;	
	6.8 Responsible for any escalation to request an expert support from their partner or from the manufacturer without additional cost to the PPP Center;	
	6.9 Orient/train the PPP Center personnel in the activities/changes in configuration rendered on ICT component listed.	
	6.10 Perform software update, upgrade, patches or individual fixes for product defects critically affecting the operation of the Center.	

	Specification	Statement of Compliance
	6.11 Provide report and recommendation in every services conducted.	
	6.12 Orient/train the PPP Center personnel in the activities/changes in configuration rendered on ICT component listed, within three (3) days after the conduct of activities in item 4 above, if any.	
	6.13 Shall respond to request for maintenance and support services at no cost to PPP Center;	
	6.14 Submit a regular Accomplishment Report (Certified True and Correct by the Head of the Service Provider) for each personnel conducting regular site visit to the PPP Center three (3) working days after the conduct of the activity.	
	6.15 The service provider shall not replace personnel except for justifiable reasons. The replacement personnel shall have the same or better qualifications as stated in the qualification requirements above. A written notice shall be submitted to the MISD five (5) days before the effectivity of his last assignment in the PPP Center.	
	6.16 In case of replacement, a proper turn-over and knowledge transfer should be conducted between the previous and replacement personnel and shall be witnessed by the MISD.	
	6.17 Assign new qualified personnel in case the PPP Center request for replacement of the personnel conducting regular maintenance service or technical support.	
	6.18 Follow any procedures, internal policies, instructions, privacy and guidelines by the PPP Center.	
	6.19 Provide the name and curriculum vitae of the engineer(s) assigned in conducting the support services.	
	<p>6.20 Ensure Availability of Engineers</p> <p>The engineer(s) will be available during the agreed date in the initial meeting:</p> <ul style="list-style-type: none"> • At least 1 engineer available during the regular visit. • In addition, engineer(s) will also be available to provide 8 x 5 technical support during the same working hours at any day including holidays as needed in response to a service call or any other mode of communication made by Public-Private Partnership Center of the Philippines (PPPCP). 	

	Specification	Statement of Compliance
	<ul style="list-style-type: none"> • For problem reported after 4:00 PM, services shall be rendered in the morning at 9:00 AM of the following business day; • The engineer(s) should have solid experience in server, storage, Microsoft software, application, disk management/reclamation, upgrade, commissioning/decommissioning and operating system administration. • Assignment control such as planning, deployment, required skills and experience, etc. 	
7	Responsibility of the PPP Center	
	7.1 Report to Service Provider any occurrence of downtime, problems encountered for remedy or problem resolution.	
	7.2 Provide schedule visit and assistance in the conduct of preventive maintenance;	
	7.3 Assist and Monitors the activities conducted by the preventive maintenance provider;	
	7.4 Manage the existing systems after the conduct of each maintenance;	
	7.5 Allow the service provider to access to the Data Center and access to all servers and storage	
	7.6 Brief the maintenance provider on the support and services scoping	
	7.7 Review the work of maintenance provider for possible renewal of service	
	7.8 Review the report and any documentation submitted by the Service Provider	
	7.9 Issue a Certificate of Satisfactory Service for a completed work rendered within the contract period.	
8	Confidentiality of Data	
	8.1 All personnel who will enter the PPP Center premises will be required to sign a Non-Disclosure Agreement (NDA).	
	8.2 All servers, disks, databases, applications, technical specifications, technical and non-technical materials, server inventories, network diagrams, work plans, letters and all other papers and records (in whatever form printed, stored or recorded) pertaining to the services provided to the PPP Center shall be the property of the PPP Center.	

CONFORME:

Name of Company/Prospective Bidder

By:

Printed Name and Signature of Authorized Representative

Date