PROJECT: WINDOWS SERVER HYPERCONVERGE INFRASTRUCTURE (HCI)

A. QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE

	Query/Clarifications	TWG/BAC Reply
1	In regards with the Data Center Intelligence Group 2023-2024 (DCIG) in the technical specification, may we offer other organizations report which does similar function.	We maintain our requirements.
2	About the Bid Breakdown referring to the year-on-year maintenance cost that there is a cut ₱8,561,265.00 for five years?	Yes, to be exact ₱1,712,253.00 per year.
3	Clarifications in the technical specification item 1.2, as per our understanding is it correct that each site must have five nodes so the total of 280 physical course.	Yes, correct. We are referring to a site consisting of a minimum of five units of nodes.
	Same goes with 1.3, the Memory?	Yes.
	About item 1.9 of the Technical Specification, the Redundant Array of Independent Disks (RAID) controller, can you consider it to be optional?	This amends Section VII – Technical Specifications, Item 1.9 of the Bidding Document: From: Each node must be configured with a minimum of one (1) Redundant Array of Independent Disks (RAID) card with four (4) GB cache and supports RAID 0, 1, 5, 6, 50 and 60. To: Each node must be configured with a minimum of one (1) Redundant Array of Independent Disks (RAID) card with four (4) GB cache for the use of the required two (2) units of 960 GB redundant boot drives stated in Section VII, Item 1.7. RAID Level 1 is required to ensure data redundancy through disk mirroring.
4	Regarding item 4.2 of the Technical	Yes.

	Specification, the bidding vendor, are you referring to the brand we are offering?	This amends Section VII – Technical Specifications, Item 4.1 of the Bidding Document: From: The bidding vendor is a member of DMTF (Distributed Management Task Force) and/or SNIA (Storage Networking Industry Association). The bidding vendor must provide related proof through official websites. To: The HCI Manufacturer is a member of DMTF (Distributed Management Task Force) and/or SNIA (Storage Networking Industry Association). The bidding vendor must provide related proof through official websites.
5	Inquiry in the Special Condition of the Contract - Scope of Work item C Relocation of the Installed Site 2 Which Is to the Disaster Recovery Site, is there a possibility of transfer for the winning bidder?	The winning bidder will deliver the machine to the main office and configure both resources for the two sites. Upon synchronization this will be the time the resources will be transferred to Site 2. This is a part of your deliverables.
6	Section 6 item 4 in the Schedule of Requirements, it mentioned Five (5) Years Direct Manufacturer Warranty and Service Provider Preventive and Remedial Services. What do you mean by "Direct Manufacturer"?	The Direct Manufacturer Warranty is the warranty that the service provider shall buy from the manufacturer. Our requirement is one (1) year standard Direct Manufacturer Warranty (free of charge) upon receipt of final acceptance and five (5) years Direct Manufacturer warranty after the expiration of the one (1) year standard warranty. This amends Section III, V, VI and Form 02 of the bidding documents.
7	Regarding the SLCC, may we use aggregated contract as an SLCC.	No. The requirement is that the bidder must have completed a single contract that is similar to this project equivalent to at least fifty percent (50%) of the ABC. An aggregated contract is not acceptable.
8	Item 1.14 of the Technical Specification which states "Hypervisor licenses must be perpetual and not subscription based" can we relax this section?	No. We maintain our requirements.
9	Regarding the Distributed Management Task Force (DMTF) and Storage	Please refer to A.4 above.

	Networking Industry Association (SNIA), will this be corrected in the bid bulletin because earlier you mentioned that with regards to the "bidding vendor" you are referring to the manufacturer and not the bidder.	

B. WRITTEN QUERIES:

	Query/Clarifications	TWG/BAC Reply
1	Page 13, Item 10.2 The Bidder's SLCC as indicated in ITB Clause 5.3 should have been completed within the last five (5) years prior to the deadline for the submission and receipt of bids. Question 1.1: Since the ABC is huge, can SSS reconsider (2) similar completed contracts and the aggregate contract amounts will be equivalent to at least the percentage of the ABC?	No.
2	Page 35-36, Item 1.9 Each node must be configured with a minimum of one (1) Redundant Array of Independent Disks (RAID) card with four (4) GB cache and supports RAID 0, 1, 5, 6, 10, 50, and 60. Question # 2.1: can you replace the RAID controller with a passthrough controller (non-RAID)? Only passthrough controllers are used for a software-defined storage solution like HCI.	This amends Section VII – Technical Specifications, Item 1.9 of the Bidding Document: From: Each node must be configured with a minimum of one (1) Redundant Array of Independent Disks (RAID) card with four (4) GB cache and supports RAID 0, 1, 5, 6, 50 and 60. To: Each node must be configured with a minimum of one (1) Redundant Array of Independent Disks (RAID) card with four (4) GB cache for the use of the required two (2) units of 960 GB redundant boot drives stated in Section VII, Item 1.7. RAID Level 1 is required to ensure data redundancy through disk mirroring.
3	Page 36 Item 1.14 Hypervisor licenses must be perpetual and not subscription based. Question # 3.1: can you still open this requirement to subscription-based licensing?	No.

4	The Bidder with the lowest calculated bid is required to provide a demonstration of the proposed Hyperconverge Infrastructure (HCI) Servers through onsite or online demonstration or may facilitate TWG visit to the Bidder's existing HCI installation within five (5) calendar days upon notice by BAC. The result of the demonstration/visit shall be used in the determination of the bidder's compliance with the minimum technical specification as indicated in Section VII of this PBD. Can we clarify if this can be demonstrated by the proposed brand/manufacturer of the winning bidder?	The demonstration requirement can be fulfilled jointly by the proposed brand or product manufacturer and the lowest calculated bidder.
5	For Remedial Services, the Supplier must be onsite within three (3) hours upon receipt of service request. To clarify that the 3 hour response time is by the winning bidder and to the SSS main branch.	Yes.
6	The training laboratory/workshop must be equipped with a fully functional simulation of the proposed systems, including the following as listed below: • Six (6) physical HCI nodes (may not be the same as the proposed brand, model, and resource configurations), with each node installed with the proposed hypervisor • Four (4) network switches (may not be same as proposed TOR (Top of Rack) switches) • Five (5) laptops, installed with fully operational Windows 11 and fully networked to the HCI setup May we request to lower down the number of hci nodes from Six (6) to Four (4)? The proposed brand can simulate two sites with replication with a total of 4 nodes. 2 nodes will be virtualized per site, and the manufacturer will be able to demonstrate or show all the features during the training.	Request is denied. The six (6) nodes will be used to simulate the two sites, with three (3) nodes per site. This corresponds to the minimum requirement of three (3) nodes for a decent HCI setup.

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7	Migration of data 1. Replication and migration of Virtual Machines from the SSS existing HCI nodes to the new HCI nodes 2. Migration shall be V2V (Virtual to Virtual) How many VMs will be migrated? What are the OS and applications will be migrated? What is the size of each VM?	The answers to all these questions are confidential. The relevant information will be provided only to the winning bidder.
8	- two (2) 40 GE / 100 GE SFP Uplink ports that must be compatible with the SSS existing Cisco NEXUS 7009 Core Switch. -- must have the necessary BiDi (bidirectional) 40-Gbps transceivers that can enable reuse of existing 10-Gb duplex MMF (Multimode Fiber) infrastructure for future migration to 40- Gb Ethernet connectivity. 40Gb port can also be use as 10G port using CVR-QSFP-SFP10G or if you can provide the part no. /SKU of the core switch transceiver and cables.	40Gb port is a hard requirement. The winning Bidder shall provide SSS with a network switch compatible with SSS existing Cisco NEXUS 7009 Core Switch.
9	Twist lock Requirement Is Twist lock required for Prod and DR? Since we have rack cabinet. If yes, is this Male and Female? How many pairs? How long will be the royal cord and type (PROD and DR)? Who will do the engineering implementation of Twistlock?	Yes, it is a requirement for both the Prod and DR. Provide both the Male and Female Twist locks. During project implementation, an inspection will be jointly conducted by the winning service provider and the SSS project implementation team at both sites to determine the actual required length of the royal cable runs. The Winning Bidder/Service Provider and SSS Project Implementation Team shall be responsible in powering up the installed HCI.

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10	Each site must be configured with a minimum of nine hundred & twenty (920) TB raw capacity using Solid-State Device (SSD) or Nonvolatile Memory Express (NVMe) units.	
	Can we request that SSD will be use for the cache only and 920 TB data capacity will be provided by SATA or SAS drives?	No. This is a hard requirement.
11	Each node must be configured with a minimum of one (1) GPU (Graphics Processing Unit) card with the following specifications below:	
	May we request to lower down the specs of the GPU?	Request is denied. The required GPU specifications is a hard requirement.
12	Bid Data Sheet ITB Clause 5.3 For this purpose, contracts similar to the Project shall be: a. Supply, delivery, and installation of Hyperconverge Infrastructure (HCI) Servers. b. Completed within five (5) years prior to the deadline for the submission and receipt of bids. May we request to the Honorable Bids and Awards Committee that the foregoing item be relax to afford wider participation of qualified bidders, viz.: a. Supply, delivery, and installation of Hyperconverge Infrastructure (HCI) Servers or Servers and Storage. Due to the magnitude of the Contract (ABC) and reference to the number of years prior to the deadline of the submission and receipt of bids.	This amends Section III – Bid Data Sheet, ITB Clause 5.3 of the Bidding Document: From: a. Supply, delivery, and installation of Hyperconverge Infrastructure (HCI) Servers. To: a. Supply, delivery, and installation of Hyperconverged Infrastructure (HCI) or Converged Infrastructure (CI) Servers.
13	Item Minimum Technical/Functional Specification 4.1 The bidding vendor is a member of DMTF (Distributed Management Task Force) and/or SNIA (Storage Networking Industry Association). The bidding vendor must provide related proof through official websites.	

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		May we request to the Honorable Bids and Awards Committee that the foregoing item be relax to afford wider participation of qualified bidders, viz.: >Can we request instead ... is a member of DMTF (Distributed Management Task Force) or similar...	No, through our thorough market research, multiple HCI providers are members of DMTF and/or SNIA
14	2.1i capable of universal coverage between different sites (local-based, cloud-based, and hybrid-based) May we know and kindly elaborate, what do we mean universal coverage?	Universal coverage between different sites means that the HCI platform is capable of consistent management, performance, and functionality across these different deployment environments (local-based, cloud-based, and hybrid-based). This includes unified management interfaces, seamless data migration, and interoperability between local, cloud, and hybrid setups, ensuring that the infrastructure can be efficiently managed and scaled regardless of the deployment scenario.
15	2.2 To migrate the current SSS business apps running in Windows Servers, the guest OS must be Microsoft Windows Server Datacenter with the following requirements listed below: May we have a copy of the workloads that needs to be migrated?	Request is denied. Details of the current SSS HCI workloads are confidential. The relevant information will be provided only to the winning bidder.
16	2.2a must have enough OS licenses to cover all nodes of both sites 2.2b the OS licensing must correspond to the number of proposed physical cores per node. How many total cores needed for guest OS? or are we going to follow based on indicated total cores which is 280 each site?	The number of cores needed for guest OSs is not relevant. Each site must have a minimum of two hundred eighty (280) physical cores. The Windows Server licenses must cover all the cores of the proposed solution.

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17	Technical Specification Section 1.14	
	Hypervisor licenses must be perpetual and not subscription based.	
	Can we provide a subscription-based licensing since most of the top leading HCI providers are providing subscription - based rather than perpetual?	No. This is a hard requirement.
	This provision limits compliance to a certain vendor for the hypervisor perpetual licensing and the DCIG listing altogether. Can we request to amend either the perpetual licensing or the DICG listing?	SSS HCI Project requires that the proposed HCI must be listed as Enterprise HCI Providers on the latest DCIG (Data Center Intelligence Group) (2023-2024). The bidding vendor must provide related proof through official websites. Bidders may choose to propose HCI brands that are listed as Enterprise HCI Providers on the latest DCIG HCI Providers Report, not necessarily belonging to the top 5 on the list. This requirement does not specifically state a certain product as the required hypervisor; therefore, bidders can also choose other compliant hypervisors currently available in the market.
18	Technical Specification Section 4.2	
	The proposed HCI must be listed as Enterprise HCI Providers on the latest DCIG (Data Center Intelligence Group) (2023-2024). The bidding vendor must provide related proof through official websites.	
	Can we amend this section to add equivalent reviews, reports or studies from reputable sources like Gartner or Forrester?	No.
19	For Technical Specifications, Item 4.2, it is stated that "The proposed HCI must be listed as Enterprise HCI Providers on the latest DCIG (Data Center Intelligence Group) (2023-2024). The bidding vendor must provide related proof through official websites."	

	While Technical Specification Item 1.14 states that, "Hypervisor licenses must be perpetual and not subscription based." DCIG top 5 lists for HCI Providers are Dell Technologies, Hitachi Vantara, Huawei, Lenovo, Nutanix. All of those in the list uses VMware as hypervisor, except Huawei. This means with Item 1.14 and Item 4.2 combined, only one out of the five will comply. This limits other brands from participating. In that note, may we request if reports from other independent institutions such as IDC, Gartner, Forrester, to name a few, can be considered as well? These institutions provide studies, analysis and reports on HCI as well. The mentioned institutions also are more reputable, providing a more reliable analysis compared to that of DCIG.	Refer to B.17
20	BDS, ITB Clause (5.3) For this purpose, contract similar to the project shall be: a. Supply, delivery, and installation of Hyperconverge Infrastructure (HCI) Servers. b. Completed within five (5) years prior to the deadline for the submission and receipt of bids On Item a: Given that the HCI is new in the market and not all prospective bidder had installed same project of same value but are capable to perform the requirement. We respectfully request to SSS BAC and TWG the relaxation of the Single Largest Completed Contract requirement to; Supply, delivery, and installation of Data Center related project.	Request denied. SSS has been using an HCI platform at both its Main Production and Disaster Recovery Sites since 2019; therefore, HCI is already an established and mature product and cannot be considered new to the market.
21	SCC, GCC Clause 1. Item B Scope of work, B. Migration of Data	

	1. Replication and migration of Virtual Machines from the SSS existing HCI nodes to the new HCI Nodes. 2. Migration shall be V2V (Virtual to Virtual) May we ask if the migration of VMs from old instance to HCI part of the scope?	Yes.
22	Sec. VII, Technical Specifications, Item 1.13 The rack enclosure for Site 1 and Site 2 must be standard 19-inch 42U with dual PDUs (Power Distribution Units) For the dimension of Rack Enclosure, will you require 600x800 or 600x1000mm?	During project implementation, an inspection will be jointly conducted by the winning service provider and the SSS project implementation team at both sites to verify the dimension of the Rack Enclosure requirement.
23	Sec. VII, Technical Specifications, Item 2.2A -- must have enough OS licenses to cover all nodes of both sites May we ask for the guest OS, do we have quantity of Windows Server Datacenter needed?	Refer to B.16
24	Sec. VII, Technical Specifications, Item 4.1 The bidding vendor is a member of DMTF (Distributed Management Task Force) and/or SNIA (Storage Networking Industry Association). The bidding vendor must provide related proof through official websites. During the pre-bid conference, it was mentioned that this requirement refers to the "Product Manufacturer" and not the bidding vendor. May we request the SSS BAC and TWG to include this clarification changes via bid bulletin.	This amends Section VII – Technical Specifications, Item 4.1 of the Bidding Document: From: The bidding vendor is a member of DMTF (Distributed Management Task Force) and/or SNIA (Storage Networking Industry Association). The bidding vendor must provide related proof through official websites. To: The HCI Manufacturer is a member of DMTF (Distributed Management Task Force) and/or SNIA (Storage Networking Industry Association). The bidding vendor must provide related proof through official websites.

25	ITB Schedule Deadline for Submission and receipt of Bids – July 25, 2024 (Thursday), 2:00pm With the load of documentation and applicable bid preparation activity. May we request SSS BAC to extend the bid submission for at least One Week from Original Schedule to August 1, 2024.	Submission and Opening of Bids will be on August 15, 2024, 2:00 p.m.
26	Under Section VII. Technical Specifications – Item 4.2 (Pages 37 - 38) Qualifications: The proposed HCI must be listed as Enterprise HCI Providers on the latest DCIG (Data Center Intelligence Group) (2023-2024). The bidding vendor must provide related proof through official websites. Enterprise HCI Brands/Manufacturers/Providers on the latest DCIG (Data Center Intelligence Group) (2023-2024) are limited to five (5) brands only. There were other quality Brands/Manufacturers who are listed on other 3rd Party Review Body like Gartner, Forrester and others. We are requesting the Honorable Bids & Awards Committee to accept other reputable 3rd Party Review Body aside from DCIG to allow other quality HCI Brands/Manufacturers to join and participate on this open competitive bidding.	Refer to B.17
27	Bullet# 1.9 Each node must be configured with a minimum of one (1) Redundant Array of Independent Disks (RAID) card with four (4) GB cache and supports RAID 0, 1, 5, 6, 10, 50, and 60. We kindly request to omit the 4GB RAID controller requirement for RAID levels 0, 1, 5, 6, 10, 50, and 60. This request is based on the fact that HCI (Hyper-Converged Infrastructure) system directly	Refer to A.2

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	manages storage and does not rely on HDDs behind a RAID controller.	
28	Bullet# 1.10a -- a minimum of three hundred & twenty (320) tensor cores, sixteen (16) GB GDDR6 (Graphics Double Data Rate 6) memory, and one hundred & thirty (130) TOPS INT8 (Trillion 8-bit Operations per Second). May we request to simplify the graphics card requirement to just 16GB GDDR6? The reason for this adjustment is that the graphics card with 320 tensor cores and 130 TOPS INT8 is no longer available. Therefore, we can only offer a graphics card with at least 16GB GDDR6 or higher.	No. This is a minimum requirement. The bidder can propose higher or equivalent specifications.
29	Bullet# 1.14 Hypervisor licenses must be perpetual and not subscription based. May we request that the licenses be relaxed to either perpetual or subscription-based? The reason is that leading HCI providers operate on a subscription model, and the required specifications in the Terms of Reference (TOR) cannot be met with traditional licenses alone.	No. This is a hard requirement.
30	Bullet# 2.2 - 2.2d May we request if you could provide us with a complete list of your current Windows servers (both physical and virtual) to be migrated into your HCI environment? Providing us with these details would help us understand your requirements and enable us to offer the right services for this migration. Specifically, please include information on whether each system is physical or virtual, the OS type, memory allocation, storage allocation, network allocation, and the total number of systems to be migrated."	Request is denied. Details of the current SSS HCI workloads are confidential. The relevant information will be provided only to the winning bidder.
31	Bullet# 3.1b -- Two (2) 40 GE / 100 GE SFP Uplink ports that must be compatible with the SSS existing Cisco NEXUS 7009 Core Switch	

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	May we know if you have any specific network protocol being implemented with your existing Cisco Nexus 7009 core switch that we should consider for our proposed Top of Rack Switch? This is to help us ensure that our offering can communicate with your existing network switch or if you have a network protocol only available with your existing Cisco Nexus Switch.	The SSS existing Cisco NEXUS 7009 uses L2 connectivity.
32	Bullet# 4.1 The bidding vendor is a member of DMTF (Distributed Management Task Force) and/or SNIA (Storage Networking Industry Association). The bidding vendor must provide related proof through official websites. We kindly request if we can change the requirement from bidding vendor to Manufacturer. Upon checking the provided references, they only listed manufacturers as part of their members and not applicable for us as a bidder/reseller."	Refer to B.24

C. AMENDMENTS IN THE BIDDING DOCUMENT

	From	To

1	Invitation to Bid
	
	₱ 87,344,328.00
	
	Broken down as follows:
	
	Item 1: Windows Server Hyperconverge Infrastructure (HCI)
	        ₱ 78,783,063.00
	
	Item 2: Five (5) Years Maintenance
	     Year 1: ₱ 1,712,253.00
	     Year 2: ₱ 1,712,253.00
	     Year 3: ₱ 1,712,253.00
	     Year 4: ₱ 1,712,253.00
	     Year 5: ₱ 1,712,253.00
		Invitation to Bid
		
		 ₱ 87,344,328.00
		
		Broken down as follows:
		
		Item 1: Windows Server Hyperconverged Infrastructure (HCI) inclusive of 1 year standard Direct Manufacturer's Warranty upon receipt of the Notice to Proceed and signed contract
		
		Capital Outlay (CO):
		        ₱ 78,783,063.00
		
		Item 2: Five (5) Years Direct Manufacturer's Warranty and Maintenance Services after the expiry of the 1 year standard Direct Manufacturer's Warranty
		
		Maintenance and Other Operating Expenses (MOOE):

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		Year 1: ₱ 1,712,253.00 Year 2: ₱ 1,712,253.00 Year 3: ₱ 1,712,253.00 Year 4: ₱ 1,712,253.00 Year 5: ₱ 1,712,253.00
2	Section II. Instruction to Bidders, Item 2.2: Item 1: Windows Server Hyperconverge Infrastructure (HCI) ₱ 78,783,063.00 Item 2: Five (5) Years Maintenance Year 1: ₱ 1,712,253.00 Year 2: ₱ 1,712,253.00 Year 3: ₱ 1,712,253.00 Year 4: ₱ 1,712,253.00 Year 5: ₱ 1,712,253.00	Section II. Instruction to Bidders, Item 2.2: Item 1: Windows Server Hyperconverged Infrastructure (HCI) inclusive of 1 year standard Direct Manufacturer's Warranty upon receipt of the Notice to Proceed and signed contract Capital Outlay (CO): ₱ 78,783,063.00 Item 2: Five (5) Years Direct Manufacturer's Warranty and Maintenance Services after the expiry of the 1 year standard Direct Manufacturer's Warranty (MOOE): Year 1: ₱ 1,712,253.00 Year 2: ₱ 1,712,253.00 Year 3: ₱ 1,712,253.00 Year 4: ₱ 1,712,253.00 Year 5: ₱ 1,712,253.00
3	Section III. Bid Data Sheet, Item 19.3: **Broken down as follows:** Item 1: Windows Server Hyperconverge Infrastructure (HCI) ₱ 78,783,063.00 Item 2: Five (5) Years Maintenance Year 1: ₱ 1,712,253.00 Year 2: ₱ 1,712,253.00 Year 3: ₱ 1,712,253.00 Year 4: ₱ 1,712,253.00 Year 5: ₱ 1,712,253.00	Section III. Bid Data Sheet, Item 19.3: **Broken down as follows:** Item 1: Windows Server Hyperconverged Infrastructure (HCI) inclusive of 1 year standard Direct Manufacturer's Warranty upon receipt of the Notice to Proceed and signed contract Capital Outlay (CO): ₱ 78,783,063.00 Item 2: Five (5) Years Direct Manufacturer's Warranty and Maintenance Services after the expiry of the 1 year standard Direct Manufacturer's Warranty
4	Section V. Special Conditions of Contract, GCC Clause 1: **B. Migration of data**	Section V. Special Conditions of Contract, GCC Clause 1: **C. Migration of data**

		1. Replication and migration of Virtual Machines from the SSS existing HCI nodes to the new HCI nodes 2. Migration shall be V2V (Virtual to Virtual)	1. Replication and migration of Virtual Machines from the SSS existing HCI nodes to the new HCI nodes 2. Migration shall be V2V (Virtual to Virtual) 3. To ensure successful migration of existing SSS business apps running in Windows Server VMs, the Supplier must provide the latest Microsoft Windows Server Datacenter with enough licenses to cover all nodes in both Site 1 and Site 2.

5		**Section V. Special Conditions of Contract, GCC Clause 2.2:**
		
		Payment shall be as follows:
		
		- For HCI hardware, one-time payment upon issuance of certificate of project acceptance based on deliverables under Section VI (Schedule of Requirements).
		- For the Maintenance services, it shall be paid on a quarterly basis upon submission of quarterly service report and acceptance by HSD. Payment shall be credited to the LANDBANK or DBP or any choice of bank account subject to the applicable bank charges of the winning bidder.
			Section V. Special Conditions of Contract, GCC Clause 2.2:
			
			Payment shall be as follows:
			
			- For Windows Server HCI (Capital Outlay ₱78,783,063.00):
			   ○ One-time payment upon issuance of certificate of project acceptance of HSD based on deliverables under Section VI (Schedule of Requirements).
			
			- For the Five (5) Years Direct Manufacturer Warranty and Maintenance Services (Maintenance and Other Operational Expenses ₱8,561,265.00):
			   ○ Quarterly basis upon submission of Quarterly Service Report and acceptance by HSD. Payment shall be credited to the LANDBANK or DBP or any choice of bank account subject to the applicable bank charges of the winning bidder.

6		**Section V. Special Conditions of Contract:**	**Section V. Special Conditions of Contract, GCC Clause 5.1:** One (1) Year Warranty a. The Supplier must provide a one (1) year warranty (24x7 OEM service) with original copies of OEM after-sales service commitment and authorization certificate. b. The Supplier must provide Preventive Maintenance and Remedial services on the purchased product during the one-year warranty period.

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		c. The Supplier must utilize experienced and certified technicians or engineers under its direct employment and supervision in rendering the required services.
		d. Where applicable, the preventive maintenance must include standard cleaning, lubrication, adjustment, alignment, inspection, and testing of each equipment to ensure that it is in optimum operating condition, as well as, to reduce the possibility of equipment failure. The frequency of preventive maintenance must be on a quarterly basis.
		e. For Remedial Services, the Supplier must be onsite within three (3) hours upon receipt of service request.
		f. Once on site, the Supplier must repair the malfunctioning equipment/component, or resolve software issues.
		g. If malfunctioning equipment/component is diagnosed to be beyond repair, the service contractor must replace said equipment/component. All replacement parts must be brand new and warranted as brand new and of equal quality and shall become the property of SSS. In the same manner, the parts replaced shall become the Supplier's property.
		h. The Supplier must always maintain a reasonable supply of replacement and spare parts for the remedial services required. The SSS may, at any time during the term of agreement, require the Supplier to provide an inventory list of such supply of Replacement and Spare Parts.
		i. The Supplier must reinstall corrupted software caused by hardware failure.
		j. If within 48 hours, upon arriving on site, the Supplier fails to restore/repair the equipment /component, the Supplier must supply and install a service unit within the next 24 hours. SSS use of said service unit must not exceed 60 calendar days. All shipment/delivery fees must be charged against the account of the Supplier.
		k. A designated SSS representative shall always be present during the performance of the above-mentioned preventive maintenance and remedial services to provide assistance especially

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in compliance with safety regulations. In an event that safety is compromised, the Supplier must terminate the on-going work and to resume the same only as soon as the danger to one's safety is eliminated.

l. For every completed quarterly preventive maintenance service, the Supplier must provide the Hosting Services Department (HSD) a copy of an accomplished preventive maintenance service report, confirming the completed work. The report must be duly signed by the designated SSS representative, as described above. The report must be accomplished in the Main Office and must include the following information:

- Name of Supplier's Service Crew/s.
- Applicable Period of Software Health Check.
- Time In and Out of Service Crew/s.
- Description of the units serviced.

m. For each remedial service conducted, the Supplier must provide the HSD a copy of an accomplished remedial service report confirming the completed service. The report must be duly signed by a designated SSS representative and by his/her immediate supervisor. The report must include the following information:

i.   Problem Notification Details
- Name of Notifying SSS Personnel
- Date and Time of Notification; and
- Initially Reported Problem

ii. Supplier's Response Details
- Date and Time of the Service Crew's arrival on-site.
- Diagnosed Problem
- Cause of Problem
- Resolution Made: Complete description of the effected resolution.
- Date & Time the problem was resolved.

Description of work, including software name and version, module description, if any, and solution provided.

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7	Section V. Special Conditions of Contract, GCC Clause 5.2: Five (5) Years Direct Manufacturer Warranty and Service Provider Preventive Maintenance and Remedial Services n. To ensure successful migration of existing SSS business apps running in Windows Server VMs, the Supplier must provide the latest Microsoft Windows Server Datacenter with enough licenses to cover all nodes in both Site 1 and Site 2.	Section V. Special Conditions of Contract, GCC Clause 5.2: Five (5) Years Direct Manufacturer Warranty and Service Provider Preventive Maintenance and Remedial Services Removed Item "n".
8	Section VI. Schedule of Requirements	Section VI. Schedule of Requirements Refer to the Annex A.1 - Revised Schedule of Requirements
9	Form-02	Form-02 Refer to Annex A.2 - Revised Form-02

ANNEX A.1 (Revised Section VI. Schedule of Requirements)

Item Number	Description	Quantity	Delivered, Weeks/Months
1.0	Supply, Delivery, and Installation into Operational State of a Hyperconverged Infrastructure (HCI) Hardware at the SSS Main Production Center (Site 1):		
	a. Server Nodes	At least five (5) nodes	
	b. Network Switches	Two (2) units	
	c. Rack Enclosure	One (1) unit	
2.0	Supply, Delivery, and Installation into Operational State of a Hyperconverged Infrastructure (HCI) Hardware at the SSS Disaster Recovery Site (Site 2):		
	a. Server Nodes	At least five (5) nodes	
	b. Network Switches	Two (2) units	
	c. Rack Enclosure	One (1) unit	
3.0	Documentation SSS shall provide templates for the required documentation to the winning bidder during the kickoff meeting:		Within One Hundred Fifty (150) calendar days from receipt of Notice to Proceed and Signed Contract
	a. Provision of detailed system diagram. The diagram shall be printed on high-quality paper, A2 or A3 size media.	Two (2) hardcopies and one (1) softcopy	
	b. Provision of detailed configuration and technical specifications	Two (2) hardcopies and one (1) softcopy)	
	c. Provision of Systems Operations Manual	Two (2) hardcopies and one (1) softcopy	
4.0	Training/Knowledge Transfer Requirements: a. Installation, Configuration, System Administration & Management of proposed Hypervisor, which also includes Virtual Machines, Virtual Network Connectivity, migrations between different Hypervisors and different sites (local, cloud, hybrid), V2V (Virtual to Virtual) migrations of VMs from different sites (minimum of twenty-four (24) training hours). b. System Administration & Management of HCI Resources (such as user accounts and resource optimizations), multi-node load balancing, active-passive and active-active methodologies of two or more data centers (minimum of sixteen (16) training hours). c. Training schedule shall be agreed upon by SSS and Winning Bidder during project implementation planning. d. The training venue, materials, and other logistics, including but not limited to meals and snacks for the participants, shall be the responsibility of the winning bidder. e. Internationally recognized Training Certificates must be provided to the participant at the end of the training session.		

WINDOWS SERVER HYPERCONVERGE INFRASTRUCTURE (HCI)

	f. All training sessions must be conducted in a laboratory/workshop environment for five (5) system administrators of the Hosting Services Department (HSD), SSS.
	
	g. The training laboratory/workshop must be equipped with a fully functional simulation of the proposed systems, including the following as listed below:
	    • Six (6) physical HCI nodes (may not be the same as the proposed brand, model, and resource configurations), with each node installed with the proposed hypervisor
	    • Four (4) network switches (may not be same as proposed TOR (Top of Rack) switches)
	    • Five (5) laptops, installed with fully operational Windows 11 and fully networked to the HCI setup
		Within One Hundred Fifty (150) calendar days from receipt of Notice to Proceed and Signed Contract

5.0	Provision of Project Management Services during the project implementation phase: a. Initial Meeting (Kickoff meeting) – to be conducted within 5 calendar days upon receipt of Notice to Proceed and Signed Contract. b. Project Implementation Planning Session/s - to be conducted within 15 calendar days after the kickoff meeting. c. Creation of Project Implementation Plan (PIP) – to be submitted within 5 calendar days after the 20-calendar period allocated for the Planning Session/s. d. The supplier must assign a Project Manager (PM) to oversee the implementation of the project during the one-hundred fifty (150) calendar days project duration. The PM must be under the direct employment of the Supplier. e. SSS shall provide a template for the PIP document to the winning bidder during the kickoff meeting.	
6.0	One (1) Year Warranty See Section V – Special Conditions of the Contract, GCC Clause 5.1 for details.	To commence immediately upon acceptance of the Windows Server HCI by the Hosting Services Department
7.0	Five (5) Years Direct Manufacturer Warranty and Maintenance Services See Section V – Special Conditions of the Contract, GCC Clause 5.2 for details.	To commence immediately upon expiry of the one (1) year Warranty Period

ANNEX A.2 (Revised Form-02)

FORM-02

Price Schedule(s)/Bid Breakdown

Name of Bidder _____   Invitation to Bid Number _____

COST COMPONENT	Quantity	TOTAL COST
1. Supply, Delivery, and Installation into Operational State of a Windows Server Hyperconverge Infrastructure (HCI) at the SSS Main Production Center (Site 1) and SSS Disaster Recovery Site (Site 2) **Must not exceed ₱78,783,063.00**	2 Sets	₱
2. Documentation		
3. Provision of Project Management Services		Free
4. Training		
5. One (1) Year standard Direct Manufacturer's Warranty		
6. Five (5) Years Direct Manufacturer's Warranty and Maintenance Services after the expiry of the 1 year standard Direct Manufacturer's Warranty **Must not exceed ₱ 8,561,265.00 for five (5) years or ₱ 1,712,253.00 per year**		
Year 1		
Year 2		
Year 3		
Year 4		
Year 5		
TOTAL		₱

Note:

1. Fill up all required items/field in the bid breakdown. Failure to indicate any of the following shall mean outright disqualification since bid is considered Non-Responsive.
   - If the item is given for free, indicate dash (-), zero (0) or free
   - If the item is not applicable, indicate N/A
2. All documents shall be signed, and each and every page thereof shall be initialed, by the duly authorized representative/s of the Bidder.
3. Bid proposal must be inclusive of all applicable taxes.
4. **The One (1) standard Direct Manufacturer's Warranty requirement is at no cost to SSS.**