



Republic of the Philippines
 Department of Finance
INSURANCE COMMISSION
MANILA



BIDS AND AWARDS COMMITTEE

REQUEST FOR QUOTATION

The Insurance Commission (IC), through its Bids and Awards Committee (BAC), invites all interested suppliers, which are **registered in the Philippine Government Electronic Procurement System (PhilGEPS)**, to submit their *lowest price* on the items listed below, subject to the General Conditions stated herein, and submit their quotations duly signed by their representatives not later than **07 March 2018, 12:00 Noon**:

NAME OF PROJECT	Procurement and Renewal of subscription of VMWARE vCenter Server 6 and Comprehensive Maintenance Service Agreement Support
PURCHASE REQUEST/REF. NO.	18 – 02 – 068
LOCATION	IC Building, 1071 United Nations Avenue, Ermita, Manila
APPROVED BUDGET	Eight Hundred Forty Five Thousand Five Hundred Pesos (PhP845,500.00)

I. TERMS OF REFERENCE:

1. The following renewal of subscription for **THREE (3) YEARS** shall be covered by the comprehensive maintenance service agreement installed at the Insurance Commission at 1071 United Nations Avenue, Ermita Manila:

DESCRIPTION	QUANTITY
1. Production Support Coverage VMware vCenter Server 6 Standard for vSphere 5 (PerInstance) VCS6-STD-P-SSS-C (INSTANCE: 160997181)	1
2. Production Support Coverage VMware vSphere 6 Standardfor 1 processor VS6-STD-P-SSS-C (INSTANCE: 162485882)	6
3. Production Support CoverageVMware vRealize Operations 6 Standard (Per CPU) VR6-OSTDC-P-SSS-C (INSTANCE: 162485883)	6

2. Prospective bidders shall bid for all the aforesaid items.
3. The prospective supplier/service provider shall supply and delivery the licenses and subscription certificates.
4. The prospective supplier/service provider shall install and configure the corresponding licenses files, as applicable.
5. Other Requirements:

A. Maintenance Service Agreement Period/Technical Support/Availability
i. The comprehensive maintenance service agreement shall cover labor and on-site visit, for three (3) years.
ii. On call support shall be available 24 hours a day, 7 days a week. A two (2) hours response through telephone call or email shall be provided from the time of the first call or email by IC Personnel.
iii. Must provide unlimited technical phone consultation.
iv. Onsite support must have a response time of not more than four (4) hours from the time of the call in cases where in the phone or email support could not solve the problem.
v. Maintenance must include firmware updates, software patches, and driver updates, minor and major release, if available.
vi. Provide a total of 12x on-site visit or local support for reconfiguration, changes, moves, adds, relocation, reprogramming and other activities to be non-maintenance.
vii. Provide RCA (Root Cause Analysis) after solving the problem.
viii. Provide Pro-active maintenance support that automatically generates reports and sends notification to the manufacturers 24x7 call support centers in cases of system abnormality, so that components will be replaced and errors fixed before failure occurs.
ix. Prospective supplier/service provider must provide procedures on support and problem escalation.
x. Prospective supplier/service provider must have a 24 x 7 helpdesk system via phone and email support. Helpdesk system must automatically track, monitor and escalate open case until the issue is declared resolved and closed. Prospective supplier/service provider should be ready for a site visit and show how their current helpdesk system works.
xi. Helpdesk service facility shall include: <ol style="list-style-type: none"> a. Technical engineer dispatch facility b. Case logging and monitoring c. Support history and reporting
xii. The winning supplier/service provider shall submit an Implementation and/or Preventive Maintenance Schedule indicating the required activities and the date of implementation.
xiii. The maintenance service agreement period for software shall commence upon issuance of certificate of acceptance by the Procuring Entity.

B. Certification
i. Prospective supplier/service provider must have two (2) local certified technical support engineers on network and server, who are regular and locally employed under bidder's organization.
C. Documentation
i. The winning supplier/service provider shall submit an Implementation and/or Preventive Maintenance Schedule indicating the required activities and the date of implementation.
ii. Maintenance Service Agreement Contract Period.

II. SCHEDULE OF DELIVERY:

Supply and delivery of the Comprehensive Maintenance Service Agreement Contract must be not more than **fifteen (15) days** upon receipt of the **Notice To Proceed (NTP)** and must delivered at 1071 United Nations Avenue, Ermita, Manila.

III. CONTRACT COST AND PAYMENT:

1. All bid prices shall be considered as fixed price, and therefore not subject to price escalation during contract implementation.
2. Payments shall be made based on delivery.
3. Late delivery shall be subject to penalty equivalent to 1/10 of 1% of the total cost of undelivered items.

IV. GENERAL CONDITIONS:

1. All quotations must be typewritten in the company's letterhead.
2. ***PhilGEPS Registration Certificate, Notarized Omnibus Sworn Statement, Mayor's Permit, SEC Registration and Income/Business Tax Return*** shall be attached upon submission of the Quotation.
3. All quotations shall be considered as fixed prices and not subject to price escalation during contract implementation.

For further inquiries, please coordinate with **Mr. JUAN CARLO R. FLORENCIO** at telephone number 5238461 to 70 loc. 107. The **QUOTATION** may be submitted through e-mail at bacsec@insurance.gov.ph or delivered to the following address:

BIDS AND AWARDS COMMITTEE SECRETARIAT
Ground Floor, Insurance Commission Bldg.,
1071 United Nations Ave., Ermita, Manila

The IC reserves the right to reject any or all Quotations/Bids, to waive any minor defects therein, to annul the bidding process, to reject all Quotations/Bids at any prior to contract award, without thereby incurring any liability to the affected Bidder(s), and to accept only the offer that is most advantageous to the Government.

The IC assumes no responsibility whatsoever to compensate or indemnify Bidders for any expenses incurred in the preparation of their Quotation/Bid


EDWIN CORNELIUS A. LAUZ
Chairperson
Bids and Awards Committee

26 February 2018