



**SUPPLEMENTAL/BID BULLETIN NO. 2**  
**For LBP-HOBAC-ITB-GS-20200810-01**

**PROJECT** : Upgrade of Existing Single Back-up System Solution for Midrange and Enterprise Platforms for LANDBANK Head Office and Back-up Site

**IMPLEMENTOR** : Procurement Department

**DATE** : January 8, 2021

This Supplemental/Bid Bulletin is issued to modify, amend and/or clarify certain items in the Bid Documents. This shall form an integral part of the Bid Documents.

Modifications, amendments and/or clarifications:

- 1) The prospective bidder/s who will participate in the bidding for the above project are encouraged to use the Bid Securing Declaration as Bid Security.
- 2) Submission of 2020 Mayor's/Business permit is acceptable for the above mentioned projects. The official receipt as proof that the bidder has applied for its renewal within the period prescribed by the concerned local government unit or the renewed Mayor's/Business permit for FY 2021 shall be submitted as a post-qualification requirement in accordance with Section 34.2 of the Revised IRR of RA 9184.
- 3) The Terms of Reference (Annex C), Technical Specifications (Section VII), and Checklist of the Bidding Documents (Item Nos. 8, 14, 16, 17, 18.1, 18.2, 19.1 & 19.2 of the Eligibility & Technical Components and Item No. 3 of the Financial Component) have been revised. Please see attached revised Annexes C-1 to C-14 and specific sections of the Bidding Documents.
- 4) The deadline for the submission of electronic bids for the above project is re-scheduled on **January 15, 2021** at **10:00 A.M.** Submission of physical bids (hard copy) shall **not** be accepted.
- 5) The Terms of Reference (Annex C), Technical Specifications (Section VII), and Checklist of the Bidding Documents (Item Nos. 8, 15, 16, 17, 18 & 22 of the Eligibility and Technical Components) have been revised. Please see attached revised Annexes C-1 to C-9 and specific sections of the Bidding Documents.

Bidder's Queries/Clarifications	LANDBANK Response/s
6) The bidder/s are requesting for clarification/s on the following:  1) <u>Item No. 4 of Section VII (Technical Specifications):</u>	1) Yes, any range of back-up or storage system solution implementation is acceptable.

<p>“List of two (2) similar backup or storage system solution implementations with one (1) local universal bank (other than LANDBANK) and one (1) organization from another industry (with company name, name of project, contact numbers and email address).”</p> <p><i>Can the said requirement be relaxed to just “two (2) installed bases of the back-up solution, regardless of the capacity, from any industry instead of one (1) bank and one (1) other industry?”</i></p> <p>2) <u>Item No. 3.1 of Section VII (Technical Specifications):</u></p> <p>Curriculum Vitae of at least three (3) onsite support personnel from the vendor, principal and/or appointed distributor with the following qualifications:</p> <ul style="list-style-type: none"> <li>• must be certified on the back-up/archive storage solution with at least five (5) years experience in back-up management and maintenance.</li> </ul> <p><i>Will LANDBANK accept the Principal and/or appointed Principal Distributor personnel instead of the vendor?</i></p> <p>3) <u>Item No. 18.2 of the Checklist of the Bidding Documents:</u></p> <p>Certificate of Satisfactory Performance for any backup or storage system solution project from one (1) local universal bank.</p> <p><i>Is the Certificate of Satisfactory Performance only limited to back-up solution or any other projects?</i></p>	<p>2) Yes, personnel from the Principal and/or the appointed Principal Distributor are acceptable.</p> <p>3) The Certificate of Satisfactory Performance should be for a back-up project implementation, even by their Principal and/or the appointed Principal Distributor.</p>
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<p>4) <u>Item No. 19.1 of the Checklist of the Bidding Documents:</u></p> <p>Certificate of Satisfactory Performance for any backup or storage system solution project from 2019 up to the present with top 10 Philippine Universal or Commercial Bank (in terms of assets) in 2019.</p> <p><i>Is the Certificate of Satisfactory Performance only limited to back-up solution or any other projects? Will LANDBANK accept the Principal certification of their installed base?</i></p>	<p>4) Kindly refer to our response for Item No. 3.</p>
<p>5) <u>Item No. 20 of the Checklist of the Bidding Documents:</u></p> <p>Certificate of Inspection issued by Data Center Management Department Head.</p> <p><i>May we know what is to be inspected and what certificate to provide?</i></p>	<p>5) The prospective bidders will conduct a site survey at the LANDBANK Data Centers. A Certificate of Site Inspection will be issued to those prospective bidders who have conducted the same.</p>
<p>6) <u>Single Largest Completed Contract (SLCC) requirement:</u></p> <p><i>Will projects involving servers and storage projects, instead of back-up projects, be accepted?</i></p>	<p>6) Yes, the SLCC requirement is defined as "contracts involving Information Technology hardware/software/maintenance services".</p>

  
**ALWIN I. REYES**  
Assistant Vice President  
Head, Procurement Department and  
HOBAC Secretariat

## Technical Specifications

<b>Specifications</b>	<b>Statement of Compliance</b>
<p><b>Upgrade of Existing Single Back-up Systems Solution for Midrange and Enterprise Platforms for LANDBANK Head Office and Back-up Site</b></p> <p>Minimum specifications and other requirements per attached Terms of Reference (<b>Revised Annexes C-1 to C-14</b>).</p> <p><b>For current and past suppliers of backup or storage system solution project for LANDBANK, they must have satisfactory performance in their dealings with LANDBANK for the past twelve (12) months (reckoned from the date of issuance of the Certificate of Satisfactory Performance).</b></p>	<p><b>Bidders must state below either “Comply” or “Not Comply” against each of the individual parameters of each Specification preferably stating the corresponding performance parameter of the product offered.</b></p> <p>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 applicable laws and issuances.</p> <p><b>Please state here either “Comply” or “Not Comply”</b></p>

The following documents/requirements shall be included in the Eligibility and Technical Component PDF File:

1. **Duly filled-out revised Terms of Reference signed in all pages by the authorized representative/s of the bidder.**
2. Migration plan to describe the migration process.
3. **Curriculum Vitae of at least three (3) onsite support personnel from the vendor, principal and/or appointed distributor with the following qualifications:**
  - must be certified on the back-up/archive storage solution with at least five (5) years experience in back-up management and maintenance.
  - must be knowledgeable with server, storage, and appliance media zoning.
4. **List of two (2) similar backup or storage system solution implementation from one (1) local universal bank (other than LANDBANK) and one (1) organization from another industry (with company name, name of project, contact numbers and email address).**
5. If a current or previous service provider of LANDBANK:
  - 5.1. **Certificate of Satisfactory Performance issued by the Head, Technical Management Group (TMG) not earlier than thirty (30) calendar days prior to the deadline of submission of bid (applicable only for current and past suppliers of backup or**

<p><b>storage system solution project for LANDBANK). The Certificate shall still be subject to verification during post-qualification of bid.</b></p> <p>Note: Certificate of Satisfactory Performance shall be requested in writing from Mr. Alden F. Abitona of TMG at 16th Floor, LANDBANK Plaza Building (Tel. No.: 8405-7455), at least five (5) working days prior to the submission of bid.</p> <p><b>5.2. Certificate of Satisfactory Performance for any backup or storage system solution project from one (1) local universal bank.</b></p> <p>6. If <u>not</u> a current or previous service provider of LANDBANK:</p> <p><b>6.1. Certificate of Satisfactory Performance for any backup or storage system solution project from 2019 up to the present with top 10 Philippine Universal or Commercial Bank (in terms of assets) in 2019.</b></p> <p><b>6.2. Certificate of Satisfactory Performance for any backup or storage system solution project from one (1) organization with different industry (other than banking industry).</b></p> <p>7. Certificate of Inspection issued by Data Center Management Department Head</p> <p>Non-submission of the above mentioned documents/requirements may result in bidder's disqualification.</p>	
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**Conforme**

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Name of Bidder

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Signature over Printed Name of  
Authorized Representative

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Position

## Checklist of Bidding Documents for Procurement of Goods and Services

The documents for each component should be arranged as per this Checklist. Kindly provide guides or dividers with appropriate labels.

### Eligibility and Technical Components (PDF File)

- **The Eligibility and Technical Component shall contain documents sequentially arranged as follows:**
  - **Eligibility Documents – Class “A”**

#### Legal Eligibility Documents

1. Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages); or all of the following:
  - Registration Certificate from Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives, or any proof of such registration as stated in the Bidding Documents;
  - Valid and current mayor's/business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or equivalent document for Exclusive Economic Zones or Areas; and
  - Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR).

#### Technical Eligibility Documents

2. Original duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder. (sample form - Form No. 7).
3. Original duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6)



4. Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).
5. Statement of the prospective bidder identifying its Single Largest Completed Contract (SLCC) similar to the contract to be bid, except under conditions provided for in Sections 23.4.1.3 and 23.4.2.4 of the 2016 revised IRR of RA No. 9184, within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the sample form (Form No. 4).
6. Original copy of Bid Security. If in the form of a Surety Bond, submit also a certification issued by the Insurance Commission or Original copy of Notarized Bid Securing Declaration
7. Section VI – Schedule of Requirements with signature of bidder's authorized representative.
8. **Revised Section VII – Specifications with response on compliance and signature of bidder's authorized representative.**

Financial Eligibility Documents

9. The prospective bidder's audited financial statements, showing, among others, the prospective bidder'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.
  10. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) following the sample form (Form No. 5), or in the case of Procurement of Goods, a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.
- **Eligibility Documents – Class "B"**
11. Duly signed valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the

joint venture shall submit its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.

12. For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos, Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
  13. Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity.
- **Technical Documents** (may include other requirements as stated in the Bidding Documents)
14. **Duly filled-out revised Terms of Reference signed in all pages by the authorized representative/s of the bidder.**
  15. Migration plan to describe the migration process.
  16. **Curriculum Vitae of at least three (3) onsite support personnel from the vendor, principal and/or appointed distributor with the following qualifications:**
    - ✓ must be certified on the back-up/archive storage solution with at least five (5) years experience in back-up management and maintenance.
    - ✓ must be knowledgeable with server, storage, and appliance media zoning.
  17. **List of two (2) similar backup or storage system solution implementation from one (1) local universal bank (other than LANDBANK) and one (1) organization from another industry (with company name, name of project, contact numbers and email address).**
  18. If a current or previous service provider of LANDBANK:
    - 18.1. **Certificate of Satisfactory Performance issued by the Head, Technical Management Group (TMG) not earlier than thirty (30) calendar days prior to the deadline of submission of bid (applicable only for current and past suppliers of backup or storage system solution project for LANDBANK).**

- 18.2. Certificate of Satisfactory Performance for any backup or storage system solution project from one (1) local universal bank.**
19. If not a current or previous service provider of LANDBANK:
- 19.1. Certificate of Satisfactory Performance for any backup or storage system solution project from 2019 up to the present with top 10 Philippine Universal or Commercial Bank (in terms of assets) in 2019.**
- 19.2. Certificate of Satisfactory Performance for any backup or storage system solution project from one (1) organization with different industry (other than banking industry).**
20. Certificate of Inspection issued by Data Center Management Department Head.
- **Post-Qualification Documents – [The bidder may submit the following documents within five (5) calendar days after receipt of Notice of Post-Qualification]:**
21. Business Tax Returns per Revenue Regulations 3-2005 (BIR No.2550 Q) VAT or Percentage Tax Returns for the last two (2) quarters filed manually or through EFPS.
22. Latest Income Tax Return filed manually or through EFPS.

**Financial Component (PDF File)**

- ***The Financial Component shall contain documents sequentially arranged as follows:***
1. Duly filled out Bid Form signed by the Bidder's authorized representative (sample form - Form No.1)
  2. Duly filled out Schedule of Prices signed by the Bidder's authorized representative (sample form - Form No.2)
  3. **Duly filled out Bill of Quantities Form (Annexes D-1 and D-2)**

**LANDBANK SINGLE BACKUP SYSTEM SOLUTION FOR MIDRANGE AND ENTERPRISE PLATFORMS (DATA DOMAIN SOLUTION) FOR HEADOFFICE AND BACKUPSITE TERMS OF REFERENCE 2020**

**Instructions on responding to this Terms Of Reference (TOR) Document**

- a. The vendor/bidder understands and agrees that the requirements specified in this document are deliverables for the proposed upgrade of single backup system solution for midrange and enterprise platforms from DD4200 to DD6900
- b. All deliverables, its specifications and functionalities, must be satisfied including **ALL** its necessary prerequisites without additional cost to the Bank.
- c. The vendor/bidder must answer at the third column whether the single backup system solution complies or not—answer must be **YES** or **NO**.
- d. The REMARKS column in the table is to be filled out according to the response in the third column:
  - d.1. If answer to the third column is YES: REMARKS column is to be filled out with the complete and specific reference to the supporting document included in the bidding document to support answer/claim.
  - d.2. If the answer to the third column is NO: REMARKS column is to be filled out with the justifications why the proposed single backup system solution cannot meet the specified requirement; include the complete and specific reference to the supporting document included in the bidding document to support answer/claim.
- e. The supporting documents, cited references to this TOR should be indexed or labeled accordingly for easy identification and validation.

CAPABILITY	REQUIREMENT	WILL COMPLY? YES/NO		REMARKS
<b>1. CAPACITY</b>				
1.1. Usable Capacity Requirement	1.1.a. Proposed deduplication appliance must be multi-purpose, enterprise class, data protection storage platform as disk appliance for backup, archiving and long-term retention of at least 85TB usable capacity per site for active tier and should be scalable to 1PB of usable capacity within the same appliance.			
	1.1.b Proposed archival storage appliance multi-purpose, enterprise class, cloud-integrated storage platform for next generation applications, archiving			

*Revised Annex C-1*

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	and long-term retention.			
1.2. Capacity Architecture	1.2.a Proposed deduplication appliance should be able to scale linearly both in capacity and performance by just adding additional disks and enclosures to the environment non-disruptively.			
	1.2.b Proposed archival storage must be able to seamlessly integrate to the existing deduplication and Cloud storage systems, that can be deployed and expanded incrementally. It should be able to scale linearly both in capacity and performance by just adding additional nodes to the environment non-disruptively.			
1.3. Cloud-Tiering	1.3.a. Proposed disk appliance must support native cloud-tiering which allows automated tiering directly from backup appliance to a secure on-premise cloud for archival and long-term retention purposes.			

2. PERFORMANCE				
2.1. Bandwidth support	2.1.a. Proposed disk appliance must be able to run on fast network with bandwidth greater than 1 Gbit.			
	2.1.b. Proposed disk appliance should support backup throughput of up to 25 TB/hr while maintaining a single deduplication pool with RAID 6 and min. one hot spare disk as well. The disks used should be of 4TB or 8TB in size.			

3. SCALABILITY				
3.1. Scalability	3.1.a. Proposed deduplication appliance must be scalable up to at least 1 PB usable capacity using data-in-place upgrade to higher models in the product line.			
3.2. Interface	3.2.a. Proposed deduplication appliance must support communications and data transfers through 16GB SAN, 10 Gb & 1 Gb ethernet LAN over copper and SFP+. The proposed backup appliance should be offered with minimum of 4 x 1Gbps NIC, 8 x 10Gbps NIC and 2 x 16Gbps FC ports.			
3.3. Data Storage Upgrade Capability	3.3.a Proposed deduplication appliance must be complete such that it is configurable to be installed in LBP's data center, inclusive of rack. Solution should also include all the necessary peripherals without			

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	additional cost to the Bank.			
	3.3.b Proposed deduplication appliance must provide upgrade path to larger or future capacity and software technology when the time comes for the requirement to present itself. The future requirement will not be limited to the initial single rack— additional nodes/storage racks can be provisioned when applicable and necessary.			
	3.3.c. Proposed deduplication appliance must be able to scale linearly both in capacity and performance by just adding additional nodes to your environment non-disruptively.			

4. INTEROPERABILITY				
4.1. Data Access	4.1.a. Proposed deduplication appliance should have the ability to perform different backup, restore, replication jobs simultaneously.			
	4.1.b. Proposed deduplication appliance should support deduplication at backup server/ host / application level so that only changed blocks travel through network to backup device.			
	4.1.c. Proposed deduplication appliance should be able to interface with various industry leading server platforms, operating systems and must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS v3, CIFS, FC , OST and NDMP protocols.			
	4.1.d. Proposed backup solution should be available on various OS platforms like Windows, Linux, IBM AIX, etc. The backup server should be compatible to run on both Windows and Linux OS platforms.			
	4.1.e. Proposed backup solution should also support online backups of databases through appropriate agents; Important Applications being Oracle, Microsoft SQL Server, Exchange, SharePoint, IBM DB2 UDB, Informix, Lotus Notes/Domino, MySQL, SAP, SAP HANA & Sybase etc.			
4.2. Application-Direct Integration	4.2.a. Proposed deduplication appliance should Support Enterprise Applications and Database Backups without integration with Backup Software, for better visibility of Backups to Application and database			

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	Owners, thus ensuring faster and direct recovery on application/database level. This integration should be available for Oracle, SAP, SAP HANA, DB2, MS SQL, Hadoop, MongoDB, Cassandra etc.			
4.3. System Interoperability	4.3.a. Proposed deduplication appliance should be able to integrate with the Bank's existing Infrastructure.			
4.4 REST API	4.4.a. Backup Solution should also have configurable ReST API support for management, administration and reporting on backup infratructure via custom applications and out of box integration with VMWare vRealize Automation for example.			

5. TECHNOLOGY				
5.1. Data Invulnerability Architecture	5.1.a Proposed deduplication appliance should employ Data Invulnerability Architecture (DIA) that ensures you never lose data via implementing end-to-end data verification, fault avoidance and containment, continuous fault detection and healing, filesystem recoverability mechanisms.			
5.2. Variable Block Length Deduplication	5.2.a. Proposed deduplication appliance should support global and inline data duplication using automated variable block length deduplication technology ranging from 4-12K segments coupled with compression.			
5.3. Tiering	5.3.a. Proposed deduplication appliance should have the capability to tier backup data in deduplicated format to an external cloud storage (on premise / public cloud).			
5.4. Data-In-Place Upgrade	5.4.a. Proposed deduplication appliance should support Data-In-Place upgrade capability to support controller swap while maintaining data integrity and avoiding time consuming and lengthy data migration activities.			
5.5. Multi-Tenancy	5.5.a. Proposed storage solution must support multi-tenancy to provide elasticity needed to manage service offerings to diversified clientele such as monitoring and reporting; quota management.			

6. AVAILABILITY				
6.1. Data Protection	6.1.a. Proposed disk appliance should be offered with battery backed up RAM / NVRAM for protection against data loss in power failure scenario and continuous automated file system check to ensure data integrity.			
	6.1.b. Proposed disk appliance should be offered RAID-6 with SATA/NL-SAS disk drives along with hot-spare disks in the ratio of 15:1 or better.			
6.2 Replication	6.2.a. Proposed disk appliance should support bi-directional, many-to-one, one-to-many, and one-to-one replication			
6.3. Non-disruptive Upgrades	6.3.a. The disk appliance should support non-disruptive firmware and disk upgrades.			
6.4 Call-Home to Support	6.4.a The proposed disk appliance must support a call-home feature that allows for proactive monitoring and response to hardware and software incidents.			
	6.4.b The proposed disk appliance must support a call-home feature that connects to support resources through a secure channel which can be adjusted by the Bank based on internal security polices and guidelines.			
	6.4.c The proposed disk appliance must support the deployment of the call-home support feature either as a docker or a virtual server appliance.			
6.5. Continuous Roadmap	6.5.a. The disk appliance system brand and model must include a technology roadmap for at least the next five (5) years to guard against obsolescence and to ensure the availability of the backup system solution for the next three to five years.			

7. Security				
7.1. Authentication	7.1.a. Proposed disk appliance must implement security at the administration, transport, and data levels.			
7.2. Data-At-Rest-Encryption	7.1.a. Proposed disk appliance should support 256-bit AES encryption for data at rest and data-in-flight during replication. It should offer internal and external			

*Revised Annex C-5*



	key management for encryption.			
	7.1.b Proposed disk appliance should include the encryption capability as part of the solution without additional cost to the Bank.			
7.3. Multi-Tenancy	7.3.a. Proposed disk appliance should be offered with Multi-Tenancy features which provides a separate logical space for each tenant user while maintaining a global deduplication across data from all tenant users			
7.4. Cyber Recovery	7.4.a. Proposed disk appliance should support the capability to establish an isolated secure data vault that is disconnected from the production network and restricted from users other than those with proper clearance from the Bank.			
	7.4.b. Data transfer should be done in a secured manner with a digital handshake, encryption of the replication link, and data payload.			
	7.4.c. Copies should be secured using retention locking mechanisms to prevent backup image deletion prior to expiration unless expressly done by 2 or more security administrators			

<b>8. Compliance</b>				
8.1. Platform Hardening	8.1.a. Proposed disk appliance must address security vulnerabilities through Platform Hardening measures.			
8.2. Compliance Reporting	8.2.a. Proposed disk appliance must support compliance reporting to generate the system's compliance.			
8.3. Policy-Based Record Retention and Rules	8.3.a. Proposed disk appliance should support different retentions for primary and DR backup storage and should support instant copy creation on remote site for better DR readiness with support for transmitting only deduplicated unique data in encrypted format to remote sites.			
8.4. Advanced Retention Management	8.4.a. Proposed disk appliance should support retention lock (WORM) feature which ensures that no data is deleted accidentally and support for point-in-time copies of a LUN or volumes with minimal performance impact.			

9. MANAGEMENT				
9.1. Monitoring and Diagnostics	9.1.a. Proposed deduplication appliance must include reporting, monitoring and diagnostics available through the REST API and via web user interface.			
9.2 Fault Detection and Isolation	9.2.a. Proposed deduplication appliance solution must have capability to collect fault conditions via SNMP and should be able to activate call home feature to speed up problem identification and resolution.			
9.3 Storage Configuration and Management Software	9.3.a. Proposed deduplication appliance solution must include a web-based storage configuration and management portal with no additional cost.			
	9.3.b. Proposed storage appliance solution management portal must include the following functionality but not limited to: <ul style="list-style-type: none"> <li>a. Systems configuration</li> <li>b. Performance monitoring</li> <li>c. Reports generation</li> </ul>			
9.4 Centralized Monitoring and Reporting	9.4.a The proposed solution should have built-in multi-system, multi-site visibility monitoring and reporting console			
	9.4.b. It should have monitoring capabilities that enable proactive identification and resolution of potential issues.			
	9.4.c. It should have management interface that simplifies system management and includes with policy management across the environment.			
	9.4.d. t should have reporting capabilities that offer flexible reporting of data protection status with automated reports of key events.			
	9.4.e. It should have automated alerts for root cause analysis.			
	9.4.f. It should have search and recovery features with restore based on the search results			

# CLASS D

10. Migration				
10.1 Data Migration Process	10.1.a Proposed deduplication appliance solution must be able to migrate data from the existing appliance to the new disk appliance without the need to fully rehydrate or restore the backup data to a temporary location or system for thirty (30) man days per site. The bidder must describe the migration process as part of the proposal. Must submit migration plan.			

11. WARRANTY AND SUPPORT				
11.1. Storage Support	11.1.a. Proposed storage system solution must include three (3) years warranty on all parts, components, peripherals and both Hardware (parts and labor) and Software included in the bid.			
	11.1.b. Must include 24/7 local and remote technical and help desk support, phone, online chat, email and onsite support.			
	11.1.c. Remote technical and help desk support to be provided to LBP must include desktop sharing capability for speedy troubleshooting and problem resolution.			
	11.1.d. Must include onsite support for severity one (1) issues. LBP SLA on incident and problem management will be observed.			
	11.1.e. Support must always be available and accessible on demand as part of the support and maintenance agreement.			
	11.1.f. The support and delivery services specified are exclusive for this storage model/product and must not be related to other storage models/products that are not part of the terms of reference or the contract unless otherwise specified.			
11.2. Personnel	11.2.a. Support personnel must be certified on the			

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Qualification	backup/archive storage solution with at least five (5) years' experience in backup management and maintenance.			
	11.2.b. Support personnel must be knowledgeable with server, storage, and appliance media zoning.			
	<b>11.2.c. Curriculum vitae of at least three (3) onsite support personnel must be provided in the bidding document from the vendor, principal and/or appointed distributor</b>			
11.3. Offline Storage System Activity	11.3.a. Must provide onsite and remote support for backup solution upgrade/maintenance/any migration activities as part of the support and maintenance agreement.			

12. TRAININGS				
12.1 Training on Storage Management and Use	12.1.a. Proposed backup system solution must include SKILLS TRANSFER for a minimum of two (2) training days on storage management for at least five (5) backup administrators, technical support and operations personnel.			
	12.1.b. The vendor must also include a preliminary training plan on the training courses to be carried out including the following: <ul style="list-style-type: none"> <li>• Course Title and Description</li> <li>• Learning Objectives</li> <li>• Class Composition</li> <li>• Course Duration</li> <li>• Training Sequence</li> </ul>			
	12.1.c. The vendor must provide for the necessary training logistics and paraphernalia for the participants' needs with no additional cost to the Bank			
	12.1.d. For trainings to be conducted at vendor-elected training site, participants must have access to the internet with no additional cost to the Bank, for the duration of the training, for communication,			

Revised Annex C-9

# CLASS D

technical support, and correspondence purposes.			
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13. SERVICES			
12.1. Basic Delivery Services	12.1.a. Proposed storage system solution must include services such as delivery to site, setup, installation and configuration of all backup system solution hardware and software components. Vendor must dismantle existing DD4200 unit and deliver to Antipolo warehouse without additional cost to the Bank.		
	12.1.b. Setup, installation and configuration activities must also include joint inventory of all hardware and software components.		
	12.1.c. Services must include implementation of the storage technology functionalities specified in this document and features that are inherent to the storage system.		
	12.1.d. Services include installation, setup, configuration and customization of the backup system management software for both sites.		
12.2. Skills Transfer	12.2.a. Must provide skills transfer on the operations of the configured backup system hardware and software; LBP IT personnel must be able to apply the new knowledge and skills on the storage system		
	12.2.b. Services must include transfer of technology to LBP IT personnel which includes but not limited to: <ul style="list-style-type: none"> <li>i. creation and implementation of backup policies</li> <li>ii. creation and implementation of local instant copy (within the local storage system)</li> <li>iii. creation and implementation of backup reports</li> </ul>		

13. GENERAL AVAILABILITY			
13.1. Product Offering	13.1.a. Proposed storage system solution model should be brand new		
	13.1.b. The storage appliance/solution model /product line should not be more than two (2) years old in the market, starting from the date of the pre-bid		

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	conference for this requirement. Must be be verifiable via published public documents, brochures and/or thru the product's website.			
13.2. Delivery	13.2.a. Must be able to deliver the backup system solution devices and related components within forty five (45) calendar days to both installation sites upon receipt of the Notice to Proceed (NTP)			
	13.2.b. Setup of backup system solution must commence in one site starting at the third business day from the date of delivery			

14. REFERENCE				
14.1. Implementation	14.1.a. Must have a similar backup or storage system solution implementation for each referential of one (1) local Universal Bank and organization from another industry, other than Landbank . Include company name, name of project, contact numbers and email address of vendor clients.			
	<p>14.1.b. The vendor must provide a certification of satisfactory performance for any backup or storage system solution project:</p> <p>1. Certification from LANDBANK-TMG and one (1) local Universal Bank.</p> <p>2. or if not a previous service provider of LANDBANK, the prospective vendor/bidder should submit two (2) certifications, one reference from 2019 up to the present with top 10 Philippine Universal or Commercial bank by assets in 2019 and one reference from company in different industry other than banking industry.</p>			

15. OPERATIONAL REQUIREMENTS				
15.1. Site Survey	15.1.a. Prior to submission of bidding proposal, the			

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	<p>vendor must coordinate with LANDBANK-DCMD to conduct a site survey for the target storage installation site. Kindly schedule with DCMD Secretary 3 days ahead of time for the site survey details and contact person. The survey is necessary to ensure that the storage system will be able to function properly and according to expectation.</p> <p>The site inspection will be conducted seven (7) calendar days before opening of bids from Monday to Friday 8:00am-5pm</p> <p>Non-disclosure Agreement signed by the bidder's authorized representative must be submitted two (2) calendar days prior to the conduct of site inspection. Certificate of Inspection will be issued by DCMD Head for the bidders who will conduct site inspection which shall be form part of the bid proposal.</p>			
	<p>15.1.b. The necessary operational requirements in 15.1.a will be part of the bidding proposal and must not entail additional cost to the Bank.</p>			
	<p>15.1.c. The necessary operational requirements must be sufficient enough to enable the operation of the backup system solution, without major modifications on the sites' structural design</p>			
	<p>15.1.d. The necessary operational requirements modifications must at least follow the Bank's existing site and structural design</p>			
	<p>15.1.e. The vendor must provide for the required electrical supply of the storage system which includes cables and necessary wiring to the UPS and provision for circuit switches, breakers</p>			
15.2. Deployment	<p>15.2.a. The vendor must be able to determine the appropriate product for LBP's backup requirements, including those specified in this document. The vendor must size the necessary prerequisites, including backup hardware peripherals to be able to implement the system requirement</p>			
	<p>15.2.b. The vendor must provide for all cables that are</p>			

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	compatible to the existing servers and tape subsystem host adapter protocols.			
	15.2.c. The vendor must also include spare cable provisions for future host upgrade or migration activities.			

16. DOCUMENTATION				
16.1 Configuration, Operation, and Deliverables	16.1.a. The vendor must provide documentation on the backup system solution configuration, which includes but not limited to capacity and performance base lining, zoning and connectivity diagrams of attached hosts to backup appliance—these documentations will serve as additional inputs during health checks, problem determination and issue resolution.			
	16.1.b. The vendor must provide documentation on every deliverable specified in this document to record completion.			
	16.1.c. The vendor must provide documentation on backup operations and must be written in English of durable construction with concise and high-quality presentation to include but not limited to the following: <ol style="list-style-type: none"> <li>1. User Manuals</li> <li>2. Diagrams</li> <li>3. Technical / Reference Manuals</li> <li>4. System / Operation Manuals</li> <li>5. Troubleshooting and Installation Guides</li> </ol>			
16.2 Media and Format	16.2.a. All documentation must be in hard and soft copies; Soft copies must be stored either on a compact disk or USB drive; Soft copy documentation must be in a non-editable format.			
	16.2.b. All software used for the			

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	implementation of the storage system must be provided with installation media.			
16.3 Ownership	16.3.a. All documentation shall be the property of the Land Bank of the Philippines and shall reserve the right to reproduce at no additional cost.			

<b>17. OTHER REQUIREMENTS</b>				
17.1 Regulatory Compliance	17.1.a. The Winning Bidder must comply with the requirements in relation to Third Party Service Provider/Vendor Assessment and Audit conducted by the Bank; must submit the following documents among others (e.g. Latest copy of Financial Statements (FS), Business Continuity Plan (as to services to the Bank); Updated List of Technical Support Staff (include name, contact numbers and email address)			

<b>18. PAYMENT MILESTONE</b>				
18.1 Terms of Payment	18.1.a. 50% upon delivery of the products, and 50% upon completion of installation and configuration.			

**FND of Terms of Reference**

Noted/Approved by:

*Josie M. Castro*  
**JOSIE M. CASTRO**

Assistant Vice President, DCMD

*JV*

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