



Republic of the Philippines  
**ANTI-MONEY LAUNDERING COUNCIL**

**BIDS AND AWARDS COMMITTEE**

**BID BULLETIN NO. 1**

**Project Title** : PR No. 24-007: One-Year (1) Hardware Maintenance and Support Services for the Existing AMLC Nutanix Hardware

**Date** : 9 April 2024

In its meeting on 2 April 2024 and pursuant to the email of clarification from the prospective bidders dated 4 April 2024, the Bids and Awards Committee resolved to issue this Bid Bulletin to clarify the issue/s raised.

<b>ISSUE/S</b>	<b>CLARIFICATION/AMENDMENTS</b>
<p><b><u>Issue No. 1</u></b></p> <p><b><u>Section VII. Technical Specifications:</u></b></p> <p>The successful bidder shall also provide the necessary training/re-training (skill transfer) to the assigned AMLC system administrator/s and support staff/s. The supplier's service partner should provide the materials such as handouts, videos, presentations that were used during the training.</p> <p><b>A. What kind of training will you expect the service partner to provide?</b></p> <p><b>B. Virtual Training on a per user - If yes, how many?</b></p> <p><b>C. Private class - If yes, number of pax?</b></p>	<p><b><u>Clarification No. 1</u></b></p> <p>A. KT on the Nutanix features delivered to the AMLC and covered by the license.</p> <p>B. It will not be a virtual training but rather a face-to-face training.</p> <p>C. It will be a private class with a minimum number of three (3) pax and maximum of five (5) pax.</p>

<p><b><u>Issue No. 2</u></b></p> <p><b>What is the end date, 15 May 2025 or 31 May 2025?</b></p>	<p><b><u>Clarification No. 2</u></b></p> <p>The license shall commence from the date it was installed/activated. The license will cover a 12-month subscription. Please note that proof of entitlement must specify the activation date and termination date.</p>
<p><b><u>Issue No. 3</u></b></p> <p><b><u>Technical Specifications (Item no. 2):</u></b></p> <p>Provide one year (1) hardware, repair, replacement, and maintenance with 24x7 remote and onsite support.</p>	<p><b><u>Clarification No. 3</u></b></p> <p><b>Suggested Escalation Process:</b></p> <ol style="list-style-type: none"><li>1. AMLC to report any trouble or encountered inconvenience to Provider/Vendor 24x7 Helpdesk.</li><li>2. Provider/Vendor to create a ticket and report it to Nutanix/Customer Service Engineer (CSE) ASAP.</li><li>3. Nutanix/CSE to receive the ticket and initially diagnose and troubleshoot within thirty (30) minutes from the time the report was received by Nutanix/ CSE, a field engineer( or staff) is dispatched to the affected AMLC site.</li><li>4. As soon as the field engineer(s) arrives at the site, he/she will perform troubleshooting activities and should isolate the cause of the problem.<ol style="list-style-type: none"><li>a. If the problem requires spare part(s) other than what was brought to the site:<ul style="list-style-type: none"><li>- The field engineer(s) shall report the needed spare part(s) and order the part(s) needed.</li><li>- As soon as the spare part(s) arrives at the customer site, the engineer(s) should replace the failing component/s and conduct tests on the replacement part/s and perform</li></ul></li></ol></li></ol>

	<p>the necessary problem resolution activities.</p> <p>5. Customer confirms the problem resolution by signing on the service report. Once the service report is signed, the responding field engineer should call the CSE to inform about the completion of the problem resolution.</p>
<p><b><u>Issue No. 4</u></b></p> <p><b><u>Technical Specifications (Item no. 3):</u></b></p> <p>Provide one year (1) software license subscription and upgrade with 24x7 remote and onsite support.</p>	<p><b><u>Clarification No. 4</u></b></p> <p>This item only pertains to software upgrade activities. If there are new software releases, AMLC should be able to access the software patches for download. If there are technical issues, service provider should extend support.</p> <p><b><u>Suggested Escalation Process:</u></b></p> <ol style="list-style-type: none"> <li>1. AMLC to report any trouble or encountered inconvenience to Provider/Vendor 24x7 Helpdesk.</li> <li>2. Provider/Vendor to create a ticket and report it to Nutanix/Customer Service Engineer (CSE) ASAP.</li> <li>3. Nutanix/CSE to receive the ticket and initially diagnose and troubleshoot within thirty (30) minutes from the time the report was received by Nutanix/ CSE, a field engineer(or staff) is dispatched to the affected AMLC site.</li> <li>4. As soon as the field engineer(s) arrives at the site, he/she will perform troubleshooting activities and should isolate the cause of the problem.</li> <li>5. Customer confirms the problem resolution by signing on the service</li> </ol>

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	<p>report. Once the service report is signed, the responding field engineer should call the CSE to inform about the completion of the problem resolution.</p>
<p><b><u>Issue No. 5</u></b></p> <p>B. Support Level</p> <p>Severity 1 (S1)</p> <p>The existing Network or Environment is down or there is a critical impact to business operation. Customer and service provider will both commit full-time resources to resolve the situation. On-site support is a MUST with standby critical spare for resolution. At the same time, the service provider shall involve the principal/product manufacturer during the problem resolution.</p> <p><b>a. What is the definition "critical spare"? Component/spare parts? Block or Node (Both)?</b></p> <p><b>b. Can this be part of the support warranty, parts replacement?</b></p>	<p><b><u>Clarification No. 5</u></b></p> <p>a. Critical spare part is any part/component that causes hardware/software failure/error. On-site support is a MUST with standby critical spare parts for resolution, if available.</p> <p>b. Yes, the replacement of parts/components will be part of the support warranty.</p>

<p><b><u>Issue No. 6</u></b></p> <p><u>Support Level</u></p> <p>Severity 2 (S2)</p> <p>The operation of existing Network or Environment is severely degraded or significant aspects of business operation are negatively impacted by unacceptable Network or Environment performance. Customer and service provider both will commit full-time resources during Standard Business Hours to resolve the situation. Service provider on-site support is a MUST with standby critical spare for resolution.</p> <p>a. <b>What is the definition "critical spare"? Component/spare parts? Block or Node (Both)?</b></p> <p>b. <b>Can this be part of the support warranty, parts replacement?</b></p>	<p><b><u>Clarification No. 6</u></b></p> <p>a. Critical spare part is any part/component that causes hardware/software failure/error. On-site support is a MUST with standby critical spare parts for resolution, if available.</p> <p>b. Yes, the replacement of parts/components will be part of the support warranty.</p>
<p><b><u>Issue no. 7</u></b></p> <p>Support Level</p> <p>Severity 4 (S4)</p> <p>The information is required on products capabilities, installation, or configuration. There is little or no impact to business operation. Customer and service provider both are willing to provide resources during Standard Business Hours to provide information or assistance as requested.</p> <p><b>Nutanix service does NOT cover new installation and configuration on existing clusters.</b></p>	<p><b><u>Clarification No. 7</u></b></p> <p>Installation may also refer to installation of patches, which is covered by the TOR (Item A.4)</p>

<b>Can the installation and configuration be part of a different SLA or scope for Nutanix to provide assistance during Standard Business Hours?</b>	
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This Bid Bulletin and its annexes shall form an integral part of the Bid Documents.

**ROMEO RAYMOND C. SANTOS**

BAC Chairperson