REPUBLIC OF THE PHILIPPINES
Department of Health
NATIONAL CENTER FOR MENTAL HEALTH
Nueve de Febrero Street, Mandaluyong City, Philippines
BIDS AND AWARDS COMMITTEE
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Section VII. Technical Specifications

INSTRUCTION: Bidders must state here either "Comply" or "Not Comply" against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause 3.1(a) (ii) and/or GCC Clause 2.1(a)(ii).

ITEM	SPECIFICATION	STATEMENT OF COMPLIANCE
	Procurement and Delivery of Enterprise Support for the Existing NCMH Physical Servers CY 2024	
1	**I. BACKGROUND** The National Center for Mental Health needs and is leaning toward becoming proactive. adaptive, modernized, and innovative health institution to sustain and exceed the requirements of being the national mental health reference center of the Philippines, and to fulfill its mandate, through Republic Act No. 11036, also known as the Mental Health Act, to become the premiere training and research center development of interventions on mental and neurological services in the country. Our institution, through the IHOMP/IT and MHIS, had deployed and implemented hospital applications that are utilized in its processes. Electronic Medical Records (EMR) – OPS, iHOMIS, eNGAS, Identity and Access Management (IAM), and Cybersecurity Solutions – to name a few, are all hosted and secured on their physical servers. Last December 2019, NCMH was one of the few hospitals selected to become a recipient of the Hyper-Converged Infrastructure (HCI) Servers. This transformed and improved the computing power, storage, performance, availability, and scalability of the servers that host its critical applications. The infrastructure helped NCMH, with expanding hospital and government mandates that demanded the institution for more information systems to be deployed and hosted, by utilizing virtualization technology that resulted in much faster and more efficient server deployment as digital requirements and applications grew exponentially. These information systems/applications, specifically designed for our hospital requirements, had helped the institution to achieve its	

strategic shift by digitalizing our processes thus making them much more efficient.

Unfortunately, because of the requirements and technical specifications of the deployed applications and digital tools, the existing HCI server's resources are not enough to sustain the exponential growth of NCMH applications. The information systems deployed consumed approximately 70% (21TB) of its storage, 61% (462GB) of its memory, and 128 CPU cores when fully utilized. Moreover, our existing infrastructure needs at least 75% of total memory and storage to utilize its reliability and high availability features or it will result in a single point of failure in our critical infrastructure. Given the usage and dependability of hospital processes for these applications, NCMH can't afford to have frequent downtimes and must provide a much more reliable, secure, and scalable environment that can keep up with the pace of NCMH's digital transformation.

Hyper-Converged Infrastructure (HCI), as this groups and combines separated servers and storage into a distributed infrastructure platform unlike the legacy infrastructure that was consisting of separate components, is built and designed to be scalable and flexible as demanded. Upscaling only requires the procurement of necessary component upgrades such as licenses, hardware, and parts. It does not require siloed physical servers and hardware that are separated from the existing server technology.

II. OBJECTIVES

This Project has the objectives of the following:

1. Increased Resiliency, Reliability, and Scalability – Utilizing HCI and virtualization as our server technology on a single physical entity. It enables the usage of different physical nodes combined to become distributed and perform as one entity. This increases the efficiency of recovery during downtimes as multiple resources host a specific application. Also, by utilizing virtualization, upscaling activities will not need replacements of physical components instead, upgrades will be made using a software-defined application that manages the HCI.

2. Simplified Management – HCI, being a fully software-defined IT infrastructure that virtualizes all of the elements of conventional hardware-defined systems, provides a portal application so that administrators manage, configure, and maintain all deployed servers in one place. Also, by utilizing HCI technology, NCMH can deploy fewer physical servers compared to the virtual machines/servers deployed in the testing and production environments.

3. Sustainability of Digital Demands – Because of the node-based architecture, HCI requires only a limited number of physical components such as physical hosts and components

to scale up a hyper-converged data center. By simply adding and subtracting physical components to sustain and match NCMH's digital requirements and demands.	
4. Increased Security for Critical Applications – HCI provides security and availability techniques to NCMH applications. This server technology provides snapshotting, encryption, data deduplication, and data protection making the architecture much more resilient and easier to recover during disasters. The utilization of virtual machines enables easy backup activities for both application and host. Also, the scale-out model is designed for the virtual machines to be spread throughout the HCI architecture thus providing fault tolerance and high availability.	

III. SCOPE OF SERVICE

1. Service Support must include four (4) NCMH HCI Physical Servers.	
2. Telephone access twenty-four (24) hours each day, seven (7) days each week (including holidays) to the Technical Support Hotline center staffed by senior-level analysts for troubleshooting assistance of hardware and software issues.	
3. On-site dispatch of technician and/or service parts to Customer's business location (as necessary and according to the level of service purchased) for repairs and resolution necessary to remedy a Qualified Incident.	
4. Remote troubleshooting assistance for common support issues, when available and with Customer's consent, in which Dell technicians connect directly to your system over a secure internet connection to expedite troubleshooting.	
5. Access to online support forums twenty-four (4) hours each day, seven (7) days each week (including holidays).	
6. Access to Global Command Centers, which help manage critical situations in Customer environments, monitor all on-site "mission critical" labor dispatches, and provide proactive crisis management coordination and communication during events such as natural disasters.	
7. Case management to help track resolution and escalation of Qualified Incidents.	
8. Escalation management to provide a single point of contact for incident management, escalation, and status of incidents within the scope of this Service.	
9. Service Level Agreement	

Level	Definition	Response Time
System Down	Hospital HCI	Immediate

Critical	Business stoppage with significant user or client impact on staff productivity and delivery of NCMH public service and/or mandate.	Within 1 hour	
Urgent	High impact causing immediate work stoppage and delivery of mandates and functions.	Within 2 hours	
Important	No productivity impact	Within 4 hours	
Monitor	No further action is required beyond monitoring	Within 8 hours	
Informational	Request for information	Within 12 hours	

Methods of Contacting for Service

1. Self-Dispatch Support Programs: For Customers enrolled in Warranty Parts Direct, Fast-Track Dispatch, or Online Self Service. Qualified Incidents may be handled by certified Customer technicians through the submission of a service request to the self-dispatch website or telephone queue.

2. Through Web site, Chat, and Email Support.

3. Telephone Support Requests: Available twenty-four (24) hours each day, seven (7) days each week (including holidays. Availability may differ outside of the United States and is limited to commercially reasonable efforts. Please contact your sales representative or the Technical Support Hotline for details.

4. Assist with Telephone-based Troubleshooting.
   a. When requested, identify error messages received and when they occur; what activities preceded the error message; and what steps you have already taken to attempt to solve the problem.
   b. The analyst will work with you through a series of troubleshooting steps to help diagnose the issue.

c. If an on-site dispatch of a service technician is necessary, the analyst will provide additional instructions.	
Replacement of Service Parts 1. Replacement of parts shall be of the same brand and equal specifications as the originally attached parts.	
2. All parts are available in this Warranty Agreement except for consumables like batteries, fans, etc.	
IV. EXPECTED DELIVERABLES 1. Warranty Agreement	
2. Enterprise Support valid for 3 years	
V. IMPLEMENTATION ARRANGEMENTS INCLUDING ROLES AND RESPONSIBILITIES **A. Within the project duration NCMH shall:** 1. Provide a technical working committee to supervise and monitor the project.	
2. Provide a technical contact person	
3. Facilitate access to information, documents, facilities, and others needed by the contractor to perform services.	
4. Assist in coordinating with and issuing instructions as may be necessary or appropriate to other government agencies for the prompt and effective implementation of the services.	
5. Approve the proposed working schedule of the supplier.	
6. Provide temporary ID to all personnel involved in the installation.	
7. Grant authorized representative access to premises as well as equipment and all facilities located therein to perform the supplier's obligations.	
8. Make prompt review and revision, if necessary, which shall be not later than ten (10) working days from receipt of the work produced.	
9. Pay the contractor upon presentation of requisite documents, the amount due him upon receipt of claims supported with documents subject to acceptance by the NCMH.	
B. Within the Project duration the winning Contractor/Supplier shall: 1. Complete delivery, installation, configuration, and commissioning within 90 days calendar from the receipt of the notice to proceed.	
2. Perform services professionally based on industry standards and always protect the interest of the government in general and NCMH in particular.	
3. Provide a list of certified engineers/technical support team with addresses and contact numbers, involved, and other activities related to the project.	

4. Secure the NCMH permits, licenses, and approvals that are or may be necessary to perform services.		
5. Provide a chief officer or program manager who will be directly in charge of managing the project and day-to-day contact personnel in charge of operations.		
6. Submit a proposed working schedule for approval of NCMH and secure security pass and working permit on their site.		
7. Ensure that all personnel involved in the project must be in proper uniform/ ID cards because it will be their identification from the rest of NCMHs employees and visitors.		
8. Protect the privacy of NCMH and ensure that all confidential information and data on its ICT infrastructure are kept confidential.		
VI. Qualification of the Supplier		
1. Must be in the ICT service for at least ten (10) years of continuous existence and engagement in the business of providing ICT services in the Philippines.		
2. Must be an IT solution provider sector and must have experience in HCI, Virtualization, Hypervisors, Blade Servers, and Enterprise Storage systems and equipment.		
3. Bidder should have locally based Manufacturer Certified Engineers who will do the installation, configuration, and after-sales support of all proposed equipment for virtualization, and hyper-converged infrastructure.		
VII. Additional Requirements to be Submitted with Technical Proposal		
1. Company Profile that must show evidence that the firm:		
a. Must be in the ICT service for at least ten (10) years of continuous existence and engagement in the business of providing ICT services in the Philippines.		
b. Must be an IT solution provider sector and must have experience in HCI, Virtualization, Hypervisors, Blade Servers, and Enterprise Storage systems and equipment.		
2. List of authorized Customer support/service centers near Mandaluyong City. The list must indicate the complete and existing business address, telephone and fax number/s, email address, and complete name of the contact person.		
3. Original or downloaded from the internet technical brochure/datasheet or other forms of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data, etc.		
4. The bidder shall submit any of the following whichever is applicable:		
a. If the bidder is an Exclusive/Authorized Distributor or Dealer of the products/items, a Certificate or Contract		

from the manufacturer must be provided as proof that the bidder is an Exclusive/Authorized Distributor or Dealer of the products/items; or		

b. If the bidder is an agent of the exclusive distributor or dealer the following must be provided:
   i. Certificate or Distributorship/Dealership Agreement by the Manufacturer with the distributor or dealer; and
   ii. Contract between the distributor/dealer and the bidder.		

5. Certification from Prospective Bidder or Supplier or Manufacturer: a. Certification from the manufacturer or local exclusive distributor that the warranty shall not be affected by a change of dealer;		
6. Draft of Service Level Agreement		
VIII. Acceptance Certificate of acceptance shall be issued upon completion of the test and evaluation.		

Conforme:

_____
Signature over Printed Name

Date: _____