



Funding the Republic

REPUBLIKA NG PILIPINAS
KAGAWARAN NG PANANALAPI
KAWANIHAN NG INGATANG-YAMAN
(BUREAU OF THE TREASURY)
Intramuros, Manila

BIDS AND AWARDS COMMITTEE
Supplemental Bid Bulletin No. 11-2023

November 10, 2023

**Procurement of One (1) Year Maintenance Agreement for Core Switch and
Hyper Converge Servers for the Bureau of the Treasury
(ITB-08-2024-G (EPA))**

This Supplemental Bid Bulletin No. 11-2023 is issued to modify or amend items in the Bid Documents. This shall form an integral part of the Bid Documents.

REFERENCE	AMENDMENTS/CHANGES/ CLARIFICATIONS
<p>PART I. TECHNICAL SPECIFICATIONS</p> <p>1. HPE HARDWARE AND SOFTWARE SUPPORT SERVICES</p> <p>MAINTENANCE AND SUPPORT</p> <p>Replacement parts and materials shall be brand new and must be delivered within 24 hours upon notification and acknowledgement of a reported hardware problem.</p> <p>PART II. BIDDER’S COMPLIANCE</p> <p>1.3. The Bidder must have certified experts for HPE Simplivity, VMware and Aruba Switch at least two (2) for each product and must submit certification issued by manufacturer or distributor as proof.</p> <p>PART III. OTHER CONDITIONS AND REQUIREMENTS</p> <p>4. WARRANTY AND SUPPORT</p> <p>4.1.5. For onsite support, a maximum of four (4) hours response time in case the phone, email, or virtual remote support could not solve the problem</p>	<p>PART I. TECHNICAL SPECIFICATIONS</p> <p>1. HPE HARDWARE AND SOFTWARE SUPPORT SERVICES</p> <p>MAINTENANCE AND SUPPORT</p> <p>Replacement parts and materials shall be brand new and must be delivered within 24 hours upon notification and acknowledgement of a reported hardware problem.</p> <p>PART II. BIDDER’S COMPLIANCE</p> <p>ICS Question: on page 37, 1.3 - May I confirm if the required list of certified experts with a copy of certifications are 2 for each product namely HPE Simplivity, VMWARE and Aruba Switches? May I confirm as well if the list that we will provide should be employed by the bidder?</p> <p>BTr Response: Two (2) certifications for each product and it must be issued from the manufacturer and distributor.</p> <p>PART III. OTHER CONDITIONS AND REQUIREMENTS</p> <p>4. WARRANTY AND SUPPORT</p> <p>4.1.5. For onsite support, a maximum of four (4) hours response time (within Metro Manila) and next business day (outside Metro Manila) in case the phone, email, or</p>

4.1.9. Provide Quarterly Health Check*	<p>virtual remote support could not solve the problem.</p> <p>4.1.9. Provide Quarterly Health Check*</p> <p>ICS Question: on page 38, 4.1.9 - May we confirm if the Quarterly Health Check particularly in the DR site will be conducted via onsite or remote only?</p> <p>BTr Response: Quarterly Health Check in the DR site is via remote only.</p>
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For guidance and information of all concerned.

EDUARDO ANTHONY G. MARIÑO III (Sgd.)
Deputy Treasurer of the Philippines and
Chairperson, Bids and Awards Committee