

ARCSERVE BACKUP AND RECOVERY SOFTWARE MAINTENANCE AND SUPPORT

TECHNICAL SPECIFICATION

I. BACKGROUND

The Arcserve Backup and Recovery is the backup software that automates backing up of data of the critical application systems of the Bank. It automates the daily schedule backup process using the ADIC Scalar i500 (hardware component). The software is also used to restore the database of the said systems at our Disaster Recovery (DR) Site.

II. COVERAGE

The project shall cover one (1) year software maintenance and support for Arcserve Backup and Recovery Software for the period of June 25, 2019 – June 24, 2020.

III. VENDOR REQUIREMENTS

In addition to the submission of quotation, prospective provider must also submit the following:

- Current Philgeps certificate/registration
- Current Mayor's Permit
- List of at least two (2) technical engineers to be assigned for DBP.
- Copy of certificate that the vendor is an Arcserve authorized partner for Arcserve products and services issued by the Principal.
- Copy of completed contract for the Arcserve Backup and Recovery Software Maintenance and Support, value of any of completed contract must be equivalent to at least fifty percent (50%) of the ABC of the project.

IV. MAINTENANCE SUPPORT COVERAGE

- 1-year support for any inquiries or problems concerning the software
- Notification on software updates and assistance on the installation

Terms of Reference
Arcserve Replication and Software Maintenance and Support
April 1, 2019

- Availability:
 - Mondays to Sundays
 - 24 x 7 technical support; Response time of 4 hours and resolution time within 24 hours.

V. APPROVED BUDGET

The approved budget for the contract is **₱750,000**.

VI. PAYMENT


Annual payment after issuance of Notice to Proceed (NTP) and certificate of acceptance.

VII. PERFORMANCE SECURITY

The vendor is required to submit a performance security in any of the following forms and percentages:

| Form of Performance Security | Minimum % of Contract Price per year |
|--|---|
| Cash, cashier's/manager's check issued by a Universal or Commercial Bank | Five percent (5%) |
| Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a Foreign Bank | |
| Surety Bond callable upon demand issued by a surety or insurance company together with certificate issued by Insurance Commission certifying the surety or insurance company is authorized to issue such surety bond | Thirty percent (30%) |

Approved by:


LUIS J. RODRIGUEZ JR.
Vice President