



BIDS AND AWARDS COMMITTEE
Supplemental Bid Bulletin No. 2
 August 6, 2024

Procurement of Cloud Platform for DOF Collocation Workloads and Online Applications
IB No. 2024-08-G

This **Supplemental Bid Bulletin No. 2** is issued to modify or amend the item in the Bid Documents. This shall form an integral part of the Bid Documents.

REFERENCE	AMENDMENT/CHANGE/ CLARIFICATION
<p><u>Technical Specifications</u></p> <p><u>Page 33-34</u></p> <p>SECURITY</p> <p style="text-align: center;"><Additional></p> <p><u>Page 38</u></p> <p>SUPPORT</p> <ul style="list-style-type: none"> • Technical Account Management: must provide a designated Technical Account Manager (TAM) to provide consultative architectural and operational guidance delivered in the context of DOF applications and use cases to help DOF achieve the greatest value from the existing AWS Cloud Platform 	<p><u>Technical Specifications</u></p> <p><u>Page 33-34</u></p> <p>SECURITY</p> <ul style="list-style-type: none"> • <u>Installation and Implementation of Enterprise Automation Platform</u> <ul style="list-style-type: none"> ○ <u>Must provide Self-Service Automation that will automate the system administrative tasks like patching, security hardening of the software</u> ○ <u>Must provide support up to 100 VMs</u> <p><u>Page 38</u></p> <p>SUPPORT</p> <ul style="list-style-type: none"> • Technical Account Management: must provide a designated Technical Account Manager (TAM): <ul style="list-style-type: none"> ○ to provide consultative architectural and operational guidance delivered in the context of DOF applications and use cases to help DOF achieve the greatest value from the existing AWS Cloud Platform ○ <u>To provide Roadmap Planning towards the modernization of the DOF cloud infrastructure</u> ○ <u>To provide Cloud Consulting to the DOF</u>

REFERENCE	AMENDMENT/CHANGE/ CLARIFICATION
<ul style="list-style-type: none"> • AWS Incident Detection and Response (custom support for DOF critical applications): <ul style="list-style-type: none"> ○ must be able to provide access to Incident Detection and Response for existing AWS Cloud Platform with no additional cost. ○ must be able to provide and offer 24x7 proactive engagement, 5-minute response time, and incident management for DOF critical workloads. 	<ul style="list-style-type: none"> • AWS Incident Detection and Response (custom support for DOF critical applications): <ul style="list-style-type: none"> ○ must be able to provide access to Incident Detection and Response for existing AWS Cloud Platform with no additional cost. ○ must be able to provide and offer 24x7 proactive engagement, <u>15-minute</u> response time, and incident management for DOF critical workloads. • <u>The bidder or a combination of the bidder and AWS can provide the services so long as it is equivalent or greater than the AWS's coverage (must include AWS's Premium Support) to comply with DOF budget.</u> • <u>Managed Services</u> <u>Must provide local technical support through phone call and email with the following expectations:</u> <ul style="list-style-type: none"> ○ <u>Level 1 Support - 24x7 Proactive Monitoring and Ticketing Management</u> ○ <u>Level 2 Support - 8x5 Managed Services</u> ○ <u>24x7 proactive monitoring</u> ○ <u>Response time of less than 4 hours upon receipt of incident request</u> ○ <u>Can support break fixes and service requests</u>

REFERENCE	AMENDMENT/CHANGE/ CLARIFICATION
<p><u>Page 39</u></p> <p>BACKUP AND DISASTER RECOVERY Must provide disaster recovery costs for 9 replicated servers with 9 disks, a daily average change rate of 1% on disks, 3TB total storage, and volumes considering usage-based cost type with auto volume selection and 90 percentage usage for disks equal or larger than 125 GiB.</p>	<p><u>Page 39</u></p> <p>BACKUP AND DISASTER RECOVERY Must <i>include</i> disaster recovery costs for 9 replicated servers with 9 disks, a daily average change rate of 1% on disks, 3TB total storage, and volumes considering usage-based cost type with auto volume selection and 90 percentage usage for disks equal or larger than 125 GiB.</p>

For guidance and information of all concerned.


DAKILA ELTEEN M. NAPAO
 Assistant Secretary and BAC Chairperson