

**SUPPLEMENTAL/BID BULLETIN NO. 2
For LBP-HOBAC-ITB-GS-20190909-01**

PROJECT : **Supply, Delivery, Installation, Configuration and Customization of Additional Storage for the Existing Consolidated Back-up Solution at LANDBANK Back-up Site**

IMPLEMENTOR : **Procurement Department**

DATE : **November 15, 2019**


This Supplemental/Bid Bulletin is issued to modify, amend and/or clarify certain items in the Bid Documents. This shall form an integral part of the Bid Documents.

Modifications, amendments and/or clarifications:

- 1) The Terms of Reference (Annex A), Section VII (Specifications) and the Checklist of the Bidding Documents (Item Nos. 8, 14 & 15 of the Eligibility and Technical Components) have been revised. Please see attached revised Annexes A-1 to A-13 and specified sections of the Bidding Documents.
- 2) The deadline of submission and the schedule of opening of eligibility/technical and financial documents/proposals for the above project is re-scheduled to **November 29, 2019, 10:00 A.M.** at the Procurement Department, 25th Floor, LANDBANK Plaza Building, 1598 M. H. Del Pilar corner Dr. Quintos Streets, Malate, Manila.

Bids submitted through courier service providers or post office should be duly received by the HOBAC Secretariat at the address above on or before the set deadline. The project name should be indicated in the outer packaging of the parcel with specific instruction to deliver the same directly to the above address on or before the set deadline.

3)	Bidder's Queries/Clarifications	LANDBANK Responses
	<ul style="list-style-type: none"> • The prospective bidder confirmed if there is a 10GbE port currently available. 	<ul style="list-style-type: none"> • There are two (2) available 10GB ports top of rack switch to support the requirements.


ALWIN I. REYES, CSSP
 Assistant Vice President
 Head, Procurement Department and
 HOBAC Secretariat

Specifications

<p align="center">Specification</p>	<p align="center">Statement of Compliance</p> <p align="center">Bidders must state below either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered.</p> <p>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)</p>
<p align="center">Supply, Delivery, Installation, Configuration and Customization of Additional Storage for the Existing Consolidated Backup Solution at LANDBANK Backup Site</p> <p>A. Specifications</p> <ul style="list-style-type: none"> ▪ Multi-purpose, Enterprise Class, Cloud-Scale Storage Platform, inclusive of the following: <ul style="list-style-type: none"> ✓ At least 360TB Usable Capacity ✓ Connectivity of 2x10GbE, expandable up to 8x10GbE Uplinks to Customer Network (80Gb/s maximum bandwidth), including High Availability Configuration 	<p align="center">Please state here either “Comply” or “Not Comply”</p>

<ul style="list-style-type: none">✓ 25 GbE, 48 Ports Top of Rack Data Switches✓ 25GbE 48 Ports Backend Network Switches✓ F5 Big-IP i2600 Local Traffic Management <ul style="list-style-type: none">▪ Three (3) Years 24/7 Local and Remote Technical and Help Desk Support Services▪ Three (3) Years Onsite Support Services▪ Three (3) Years Quarterly Disaster Recovery Drills<ul style="list-style-type: none">- One (1) Manday per Drill▪ Skills Transfer<ul style="list-style-type: none">- Minimum of one (1) day- Minimum of fifteen (15) personnel <p>Other specifications and requirements per attached Revised Annexes A-1 to A-13.</p> <p>The bidder must:</p> <ul style="list-style-type: none">✓ Have support personnel, certified on backup/archive storage solution with at least five (5) years experience in backup management and maintenance.✓ Have a similar storage system solution implementation with a minimum of 80TB, for each reference of one (1) local universal bank and one (1) organization from another industry, other than LANDBANK.✓ Have satisfactory performance from previous clients✓ A Certified Dell EMC Platinum partner✓ Conduct a site survey inspection prior to the submission of bid	
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- ✓ For current and past suppliers of information technology hardware and/or software for LANDBANK, they must have no delay in the implementation of their ongoing contracts as of the date of opening of bids and must have satisfactory performance in their completed contracts starting in October 2014 onwards.

B. Documentary Requirements

The following documents shall be submitted inside the First Envelope:

1. Duly filled-out Terms of Reference signed in all pages by the authorized representative/s of the bidder.
2. List of at least three (3) onsite support personnel with curricula vitae.
3. **List of two (2) similar storage system solution implementation with a minimum of 80TB, from one (1) local universal bank and one (1) organization from another industry, other than LANDBANK, with company and project name, contact person and contact details.**
4. **If a current or previous supplier of LANDBANK**
 - 4.1 **Certificate of Satisfactory Performance/No Delayed Projects issued by the Head, Technology Management Group, not earlier than 30 calendar days prior to the deadline of submission of bid (applicable only for current and past suppliers of Information Technology hardware and/or software for LANDBANK). The Certificate shall still be subject to verification during the post-qualification of bid.**

Note: Certificate of Satisfactory Performance/No Delayed

<p>Projects shall be requested in writing from FVP Alden F. Abitona Head of TMG at 16th floor, LANDBANK Plaza Building with contact number 8522-0000 local 7600, at least five (5) working days prior to the submission of bid.</p> <p>5. If <u>not</u> a current or previous supplier of LANDBANK:</p> <p>5.1. Certificate of Satisfactory Performance from one (1) universal or commercial bank belonging to the 2018 Top 10 Philippine Universal or Commercial Bank; and</p> <p>5.2. Certificate of Satisfactory Performance from one (1) company that does not belong to the financial industry.</p> <p>6. Current certification from the manufacturer as a Dell EMC Platinum partner.</p> <p>7. Certificate of Inspection issued by the Data Center Management Department (DCMD) Head.</p> <p>Non-submission of the above mentioned documents may result in bidder's post-disqualification.</p>	
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Conforme:

Name of Bidder

Signature Over Printed Name of
Authorized Representative

Position

Checklist of Bidding Documents for Procurement of Goods and Services

Documents should be arranged as per this Checklist. Kindly provide folders or guides, dividers and ear tags with appropriate labels.

First Envelope - Eligibility and Technical Components

- **The First Envelope shall contain the following:**
 - **Eligibility Documents – Class “A”**

Legal Eligibility Documents

1. PhilGEPS Certificate of Registration under Platinum Membership (all documents enumerated in its Annex A must be updated); or all of the following:
 - Registration Certificate from SEC, Department of Trade and Industry (DTI) for sole proprietorship, or CDA for cooperatives, or any proof of such registration as stated in the Bidding Documents;
 - Valid and current mayor's/business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or equivalent document for Exclusive Economic Zones or Areas; and
 - Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR.

Technical Eligibility Documents

2. Duly notarized Omnibus Sworn Statement (sample form - Form No.6)
3. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture (sample form - Form No. 7).
4. Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).

5. Statement of the prospective bidder identifying its single largest completed contract similar to the contract to be bid, equivalent to at least fifty percent (50%) of the ABC supported with contract/purchase order, end-user's acceptance or official receipt(s) issued for the contract, within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the sample form (Form No. 4).
6. Bid security in the prescribed form, amount and validity period (ITB Clause 18.1 of the Bid Data Sheet).
7. Section VI – Schedule of Requirements with signature of bidder's authorized representative.
8. **Section VII – Revised Specifications with response on compliance and signature of bidder's authorized representative.**

Financial Eligibility Documents

9. The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.
 10. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) following the sample form (Form No. 5), or in the case of Procurement of Goods, a committed Line of Credit from a Universal or Commercial Bank.
- **Eligibility Documents – Class "B"**
11. Valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.

- **Technical Documents**
 12. Duly filled-out Terms of Reference signed in all pages by the authorized representative/s of the bidder.
 13. List of at least three (3) onsite support personnel with curricula vitae.
 - 14. List of two (2) similar storage system solution implementation with a minimum of 80TB, from one (1) local universal bank and one (1) organization from another industry, other than LANDBANK, with company and project name, contact person and contact details.**
 - 15. If a current or previous supplier of LANDBANK:**
 - 15.1 Certificate of Satisfactory Performance/No Delayed Projects issued by the Head, Technology Management Group, not earlier than 30 calendar days prior to the deadline of submission of bid (applicable only for current and past suppliers of Information Technology hardware and/or software for LANDBANK).**
 16. If not a current or previous supplier of LANDBANK:
 - 16.1. Certificate of Satisfactory Performance from one (1) universal or commercial bank belonging to the 2018 Top 10 Philippine Universal or Commercial Bank; and
 - 16.2. Certificate of Satisfactory Performance from one (1) company that does not belong to the financial industry.
 17. Current certification from the manufacturer as a Dell EMC Platinum partner.
 18. Certificate of Inspection issued by the Data Center Management Department (DCMD) Head.
 19. Certificate of Satisfactory Performance/ No Delayed Projects issued by the Head, DCMD not earlier than 30 calendar days prior to the deadline of submission of bid (applicable only for current and past suppliers of information technology hardware and/or software for LANDBANK).
- **Post-Qualification Documents – [The bidder may submit the following documents within five (5) calendar days after receipt of Notice of Post-Qualification]:**
 20. Business Tax Returns per Revenue Regulations 3-2005 (BIR No.2550 Q) VAT or Percentage Tax Returns for the last two (2) quarters filed manually or through EFPS.
 21. Latest Income Tax Return filed manually or through EFPS.

Second Envelope – Financial Component

- **The Second Envelope shall contain the following:**
 1. Duly filled out Bid Form signed by the bidder's authorized representative (sample form - Form No.1)
 2. Duly filled out Schedule of Prices signed by the bidder's authorized representative (sample form - Form No.2)

LANDBANK ADDITIONAL STORAGE FOR EXISTING CONSOLIDATED BACKUP SOLUTION AT BACKUP SITE FOR LONG TERM ARCHIVE TERMS OF REFERENCE 2019

Instructions on responding to this Terms Of Reference (TOR) Document

- a. The vendor/bidder understands and agrees that the requirements specified in this document are deliverables for the proposed the single backup system solution.
- b. All deliverables, its specifications and functionalities, must be satisfied including **ALL** its necessary prerequisites without additional cost to the Bank.
- c. The vendor/bidder must answer at the third column whether the single backup system solution complies or not—answer must be **YES** or **NO**.
- d. The REMARKS column in the table is to be filled out according to the response in the third column:
 - d.1. If answer to the third column is YES: REMARKS column is to be filled out with the complete and specific reference to the supporting document included in the bidding document to support answer/claim.
 - d.2. If the answer to the third column is NO: REMARKS column is to be filled out with the justifications why the proposed single backup system solution cannot meet the specified requirement; include the complete and specific reference to the supporting document included in the bidding document to support answer/claim.
- e. The supporting documents, cited references to this TOR should be indexed or labeled accordingly for easy identification and validation.

CAPABILITY	REQUIREMENT	WILL COMPLY? YES/NO	REMARKS
1. CAPACITY			
1.1. Usable Capacity Requirement	1.1.a. Multi-purpose, enterprise class, Cloud-Scale storage platform for next generation applications, archiving and long-term retention of at least 360TB usable capacity for the Bank's IT Backupsite (only) Business Recovery Center (BRC) Data Center.		
1.2. Capacity Architecture	1.2.b. Proposed storage solution must be able to seamlessly integrate with the Bank's existing backup solution storage system , that can be deployed and expanded incrementally. It should be able to scale linearly both in		

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	capacity and performance by just adding additional nodes to the environment non-disruptively.		
	1.2.b. Proposed storage solution must be able to mirror data from the Head Office ECS Long Term Archive Storage Platform.		
	1.2.c. Proposed storage solution must support Data Domain's native cloud-tiering which allows automated tiering directly from Data Domain to a secure on-premise cloud for archival and long-term retention purposes.		

2. PERFORMANCE			
2.1. Bandwidth support	2.1.a. Proposed storage solution must be able to run on fast network with bandwidth greater than 1 Gbit.		

3. SCALABILITY			
3.1. Scalability	3.1.a. Proposed solution must be scalable up to at least 1 PB raw capacity.		
3.2. Data Storage Upgrade Capability	3.2.a Proposed storage solution for BRC must be complete such that it is configurable to be installed in LBP's BRC data center, inclusive of rack. Solution should also include all the necessary peripherals without additional cost to the Bank.		
	3.2.b Storage solution must provide upgrade path to larger or future capacity and software technology when the time comes for the requirement to present itself. The future requirement will not be limited to the initial single rack— additional nodes/storage racks can be provisioned when applicable and necessary.		

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	3.2.c. Storage solution must be able to scale linearly both in capacity and performance by just adding additional nodes to your environment non-disruptively.		
3.3. Connectivity	3.3.a. Proposed Storage solution must provide Uplink Connectivity of 2x10GbE, expandable up to 8x10 GbE uplinks to customer network (80 Gb/s maximum bandwidth), including high availability (HA) configuration.		
	3.3.b. Proposed BRC Storage solution must provide two (2) units of 25 GbE, 48 ports Top of Rack data switches and two (2) units of 25GbE 48 ports Backend Network Switches (internal traffic and management) per rack		
	3.3.c Proposed Solution must include Two (2) Unit2 F5 Big-IP i2600 Local Traffic Manager which includes the following: a. 2x 10GbE SFP+ ports b. 3 years 24x7 Support and warranty on parts and services c. F5 Installation Services		

4. INTEROPERABILITY			
4.1.Data Access	4.1.a. Proposed storage solution must be able to natively support the following storage types: 1) Object a. CAS b. S3 c. Swift d. Atmos 2) NFS 3) HDFS		
4.2.Backup System Interoperability	4.2.a. Proposed storage solution should be able to integrate with the Bank's existing BRC Data Domain		

	Backup Infrastructure.		
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5. TECHNOLOGY			
5.1. Active-Active Read / Write Architecture	5.1.a. Proposed storage solution must support a multi-site architecture with the ability to read and write data from any data center (Head Office and BRC). It should also support geo-caching where the system optimizes response times for accessing data from a remote site by locally caching frequently accessed objects.		
5.2. Multi-Tenancy	5.2.a. Proposed BRC storage solution must support multi-tenancy to provide elasticity needed to manage service offerings to diversified clientele such as monitoring and reporting; quota management.		

6. AVAILABILITY			
6.1. Geo-Replicated Data Protection	6.1.a. Proposed storage solution must include hybrid protection scheme comprised of erasure coding, mirroring of data, meta data and index.		
6.2. Non-disruptive Upgrades	6.2.a. The BRC storage solution should support non-disruptive firmware upgrades.		
6.3. Continuous Roadmap	6.3.a. The proposed storage system brand and model must include a technology roadmap for at least the next five (5) years to guard against obsolescence and to ensure the availability of the backup system solution for the next three to five years.		

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7. Security			
7.1. Authentication	7.1.a. Proposed storage solution must implement security at the administration, transport, and data levels.		
7.2. Data-At-Rest-Encryption	7.1.a. Proposed storage solution must support Data-at-rest-encryption that follows the FIPS-140-2 Level 1 Compliance, AES256 Algorithm.		

8. Compliance			
8.1. Platform Hardening	8.1.a. Proposed storage solution must address security vulnerabilities through Platform Hardening measures.		
8.2. Compliance Reporting	8.2.a. Proposed storage solution must support compliance reporting to generate the system's compliance.		
8.3. Policy-Based Record Retention and Rules	8.3.a. Proposed storage system must support policy-based record retention and rules by limiting the ability to change records or data under retention using retention policies, time-periods, and rules.		
8.4. Advanced Retention Management	8.4.a. Proposed storage system must natively support Content Addressable Storage (CAS) protocol retention rules: Event Based Retention, Litigation Hold, and Min/Max Governor.		
	8.4.b. Proposed storage system must natively support NFS protocol WORM (write-once, read-many).		

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9. MANAGEMENT			
9.1. Monitoring and Diagnostics	9.1.a. Proposed storage solution must include key storage engine and geo replication metrics including reporting, monitoring and diagnostics available through the REST API and via user interface.		
9.2 Fault Detection and Isolation	9.2.a. Proposed storage system solution must have capability to collect fault conditions via SNMP and should be able to activate call home feature to speed up problem identification and resolution.		
9.3 Storage Configuration and Management Software	9.3.a. Proposed storage system solution must include a web-based storage configuration and management portal with no additional cost.		
	9.3.b. Proposed storage system solution management portal must include the following functionality but not limited to: <ul style="list-style-type: none"> a. Systems configuration b. Performance monitoring c. Reports generation 		

10. WARRANTY AND SUPPORT			
10.1. Storage Support	10.1.a. Proposed storage system solution must include three (3) year warranty on all parts, components, peripherals and both Hardware (parts and labor) and Software included in the bid.		
	10.1.b. Must include 24/7 local and remote technical and help desk support, phone, online chat, email and onsite support for three (3) years.		

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	10.1.c. Remote technical and help desk support to be provided to Landbank must include desktop sharing capability for speedy troubleshooting and problem resolution.		
	10.1.d. Must include onsite support for severity one (1) issues for three (3) years.		
	10.1.e. Support must always be available and accessible on demand as part of the support and maintenance agreement.		
	10.1.f. The support and delivery services specified are exclusive for this storage model/product and must not be related to other storage models/products that are not part of the terms of reference or the contract unless otherwise specified.		
	10.1.g Must include onsite support for Quarterly DR Drills for 3 years. 1 man day per DR Drill.		
10. Personnel Qualification	10.2.a. Support personnel must be certified on the backup/archive storage solution with at least five (5) years' experience in backup management and maintenance.		
	10.2.b. Support personnel must be knowledgeable with server, storage, and appliance media zoning.		
	10.2.c. Curriculum vitae of at least three (3) onsite support personnel must be provided in the bidding document.		

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11. TRAININGS			
11.1. Training on Storage Management and Use	11.1.a. Proposed backup system solution must include SKILLS TRANSFER for a minimum of one (1) training day on storage management for at least five (15) backup administrators, technical support and operations personnel.		
	11.1.b. The vendor must provide for the necessary training logistics and paraphernalia for the participants' needs with no additional cost to the Bank		
	11.1.c. For trainings to be conducted at vendor-elected training site, participants must have access to the internet with no additional cost to the Bank, for the duration of the training, for communication, technical support, and correspondence purposes.		

12. SERVICES			
12.1. Basic Delivery Services	12.1.a. Proposed storage system solution must include services such as delivery to site, setup, installation and configuration of all backup system solution hardware and software components.		
	12.1.b. Setup, installation and configuration activities must also include joint inventory of all hardware and software components.		
	12.1.c. Services must include implementation of the storage technology functionalities specified in this document and features that are		

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	inherent to the storage system.		
	12.1.d. Services include installation, setup, configuration and customization of the backup system management software for both sites.		
12.2.Skills Transfer	12.2.a. Must provide skills transfer on the operations of the configured backup system hardware and software; LBP IT personnel must be able to apply the new knowledge and skills on the storage system		
	12.2.b. Services must include transfer of technology to LBP IT personnel which includes but not limited to : <ul style="list-style-type: none"> i. creation and implementation of backup policies ii. creation and implementation of local instant copy (within the local storage system) iii. creation and implementation of backup reports 		

13. GENERAL AVAILABILITY			
13.1. Product Offering	13.1.a. Proposed storage system solution model should be brand new		
	13.1.b. The storage appliance/solution model /product line should not be more than two (2) years old in the market, starting from the date of the pre-bid conference for this requirement.		
	13.1.c. The proposed storage model/product should be verifiable via published public documents or thru the product's website.		
13.2. Delivery and Installation	13.2.a. Must be able to deliver the backup system solution devices and related components within forty five (45) calendar days to Backup Site and 1		

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	F5 Big-IP i2600 Local Traffic Manager to both Backup and Malate site upon receipt of Notice to Proceed.		
	13.2.b. Installation and configuration of backup system solution must commence in one site starting at the third calendar day from the date of delivery and should be completed within 30 calendar days.		

14. REFERENCE			
14.1. Implementation	<p>14.1.a. Must have a similar storage system solution implementation of a minimum of 80 TB or more, for each referential of one (1) local Universal Bank and organization from another industry, other than Landbank . Include company name, name of project, contact numbers and email address of vendor clients.</p>		
	<p>14.1.b. All site references must also include certification on the use of the storage product both from the vendor and vendors client end-user. Specifying ECS Model and version ,number of host/s using there ECS and storage capacity.</p>		
	<p>14.1.c. The vendor must provide a certification of satisfactory performance:</p> <p>1. Certification from LANDBANK-TMG</p> <p>2. or if not a current service provider of LANDBANK, the prospective vendor/bidder should submit two (2) certifications, one reference from a 2018 top 10 Philippine Universal or</p>		

	Commercial bank and one reference from company from different industry.		
	14.1.d. Vendor must be certified Dell-EMC Platinum partner. Vendor must submit current certifications from the manufacturer.		

15. OPERATIONAL REQUIREMENTS			
15.1. Site Survey	<p>15.1.a. Prior to submission of bidding proposal, the vendor must coordinate with LANDBANK-DCMD to conduct a site survey for the target storage installation site. Kindly schedule with DCMD Secretary 3 days ahead of time for the site survey details and contact person . The survey is necessary to ensure that the storage system will be able to function properly and according to expectation.</p> <p><i>The site inspection will be conducted before pre-bid from Monday to Friday 8:00am-5pm</i></p> <p><i>Non-disclosure Agreement signed by the bidder's authorized representative must be submitted two (2) calendar days prior to the conduct of site inspection.</i></p> <p><i>Certificate of Inspection will be issued by DCMD Head for the bidders who will conduct site inspection which shall be form part of the bid proposal.</i></p>		
	15.1.b. The necessary operational requirements will be part of the bidding proposal and must not entail additional cost to the Bank.		
	15.1.c. The necessary operational requirements must be sufficient enough to enable the operation of the		

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	backup system solution, without major modifications on the sites' structural design		
	15.1.d. The necessary operational requirements modifications must at least follow the Bank's existing site and structural design		
	15.1.e. The vendor must provide for the required electrical supply of the storage system which includes cables and necessary wiring to the UPS and provision for circuit switches, breakers		
	15.1.f. Vendor must comply to the Bank's compliance requirements (eg. Technology Service Provider Assessment (TSP), Vendor Assessment Report (VAR), etc).		
15.2. Deployment	15.2.a. The vendor must be able to determine the appropriate product for Landbank's backup requirements, including those specified in this document. The vendor must size the necessary prerequisites, including backup hardware peripherals to be able to implement the system requirement		
	15.2.b. The vendor must provide for all cables that are compatible to the existing servers and tape subsystem host adapter protocols as necessary.		
	15.2.c. The vendor must also include spare cable provisions for future host upgrade or migration activities.		

16. DOCUMENTATION			
16.1 Configuration, Operation, and Deliverables	16.1.a. The vendor must provide documentation on the backup system solution configuration, which includes but not limited to capacity and		

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	<p>performance base lining, zoning and connectivity diagrams of attached hosts to backup appliance—these documentations will serve as additional inputs during health checks, problem determination and issue resolution.</p>		
	<p>16.1.b. The vendor must provide documentation on every deliverable specified in this document to record completion.</p>		
	<p>16.1.c. The vendor must provide documentation on backup operations and must be written in English of durable construction with concise and high quality presentation to include but not limited to the following:</p> <ol style="list-style-type: none"> 1. User Manuals 2. Diagrams 3. Technical / Reference Manuals 4. System / Operation Manuals 5. Troubleshooting and Installation Guides 		
16.2 Media and Format	<p>16.2.a. All documentation must be in hard and soft copies; 2 Soft copies must be provided, one to be stored in a compact disk and one in a USB drive; Soft copy documentation must be in a non-editable format.</p>		
	<p>16.2.b. All software used for the implementation of the storage system must be provided with installation media.</p>		
16.3 Ownership	<p>16.3.a. All documentation shall be the property of the Land Bank of the Philippines and shall reserve the right to reproduce at no additional cost.</p>		

END of Terms of Reference