I.   **OBJECTIVE:**

This is for the Maintenance and Repair of existing IBM Storwize V7000 Gen 1 Storage and Virtual Machine Servers Hosts located or installed at Main Office Data Center and Talamban DR room used as Main Storage and Server System in operating and hosting the various MCWD's Computer Servers or Computer Information Systems used by different Department in performing their daily tasks. These maintenance and repair services are also very necessary in order to keep the following equipment operating in normal condition for continuous/un-interrupted operation of company's computer systems.

II.   **COVERAGE:**

1.   Inspection, Isolate, Repair and Re-configure IBM Storwize V7000 Gen1 Storage and Server Systems.

2.   Assess/evaluate logs, repair and re-configure Storage (2units) and Servers (3units) with Virtual Machine installed with MS Hyper V.

III.   **TECHNICAL REQUIREMENTS:**

The proposal should meet the Minimum Technical Specifications for Main Office and Talamban DR Storage and Server Systems as stated below:

-   Check and verify the physical set-up of existing V7000 Storwize Gen1 Storage and Servers.
-   Review and examine errors logs to determine cause of Storage's and Server's defects and errors.
-   Isolate errors/defects (i.e. degraded disk) of the storage and servers.
-   Assess damage of defective storage and server for software and hardware reconfiguration and replacement works.
-   Repair, Restoration-Merge and Re-activate defective storage and server disks and software application systems. (i.e. Virtual Machine, Replication, etc.)
-   System management & interoperable with existing MCWD infrastructure for seamless operation.
-   Repair, re-configure and assess logs of the Host Servers (3units) installed with MS Hyper V Virtual Machine.
-   Quarterly onsite preventive maintenance visit support for one (1) year with report submission.
- - Submit technical evaluation and recommendation report to MCWD. (i.e. further storage and server repair, maintenance, expansion, etc.)

Full Compatible Hardware and Parts Requirement:

For Prod Storage IBM Storwize V7000 Gen 1 Storage (MT 2076-124 SN # 78N29ZR

- 2 units 600Gb 10K 6Gb SAS HDD FRU 00L4521

For DR Storage IBM Storwize V7000 Gen 1 Storage (MT 2076-124 SN # 78N2AB3)
- 2 units 600Gb 10K 6Gb SAS HDD FRU 00L4521

For Prod Virtualization Servers 1 Spare Parts IBM X3690 X5 (MT 7147-A2A
S/N: 06K0740 PN: 7147A2A)
- 1 Unit 146 Gb 6GB SAS FRU42D0678

For DR Virtualization Servers Spare Parts IBM X3690 X5 (MT 7147-A2A
S/N: 06K0741 PN: 7147A2A)
- 1 Units 146 Gb 6GB SAS FRU42D0678

IV.   MANPOWER REQUIREMENTS:

1 Computer Technician – Responsible for dismantling and assembling of computer server and storage.
- Responsible for installing computer server and storage maintenance parts.

1 Technical Engineer/Systems Administrator – Responsible for the installation, configuration and testing of computer server and storage being maintained or repaired.

V.   SCOPE OF WORK

1. Supply, Delivery, Implementation and Maintenance Services of Server/Storage for Main and Talamban Offices with the following equipment below:

For Prod Storage IBM Storwize V7000 Gen 1 Storage (MT 2076-124 SN # 78N29ZR
- 2 units 600Gb 10K 6Gb SAS HDD FRU 00L4521

For DR Storage IBM Storwize V7000 Gen 1 Storage (MT 2076-124 SN # 78N2AB3)
- 2 units 600Gb 10K 6Gb SAS HDD FRU 00L4521

For Prod Virtualization Servers 1 Spare Parts IBM X3690 X5 (MT 7147-A2A
S/N: 06K0740 PN: 7147A2A)
- 1 Unit 146 Gb 6GB SAS FRU42D0678

For DR Virtualization Servers Spare Parts IBM X3690 X5 (MT 7147-A2A
S/N: 06K0741 PN: 7147A2A)
- 1 Units 146 Gb 6GB SAS FRU42D0678

2. Site Inspection of Servers and Storage installation sites.
3. Checking the integrity of connections of Servers and Storage to Network.

4. Isolate and assess damaged of Storage and Servers.
5. Review and examine errors logs to determine cause of Storage's and Server's defects and errors.
6. Repair and re-configure defective Storage and Server devices
7. Test and re-activate Storage and Servers
8. Test and re-activate Virtual Machines and its applications (i.e. File Operation, OS Replication, High Availability Operation, etc.)
9. System management & interoperable with existing MCWD infrastructure for seamless operation.
10. Recommend action plan for further IBM Storwize V7000 Gen1 storage and VM Servers repair, maintenance, expansion, etc.

VI.   TERMS and CONDITIONS: (Additional Technical Requirements)

- Supplier must attached Certification of Technical Engineer Personnel with hands on background on Mission Critical equipment/s such as Server and Data Storage Infra.
- Must attached Certification that the supplier had conducted successful testing on actual Data Restoration and Consolidation in a Company (i.e MCWD) as part of criteria on Technical Know How or Expertise.
- Supplier must be familiar or inspect the existing Server and Storage Infrastructure for both MCWD Main Office and Talamban Server Rooms.

VII.   PROJECT TIMELINE:

- 90 Calendar Days delivery of hardware and Repair/Initial Preventive Maintenance.
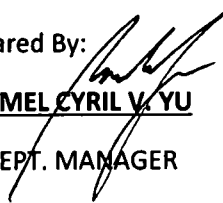
VIII.   PAYMENT TERMS:

- After hardware delivery and repair/ first Preventive Maintenance.

IX.   WARRANTY:

- 1 year warranty on parts and services to commence 1 day after the issuance of Certificate of Completion for the hardware delivery and repair/ first Preventive Maintenance.

Prepared By:

ROMMEL CYRIL V. YU

ICT DEPT. MANAGER