



University of Science and Technology of Southern Philippines

Alubijid | Balubal | Cagayan de Oro | Claveria | Jasaan | Oroquieta | Panaon | Villanueva

BID FORM

NAME OF THE PROJECT : **PROPOSED PROCUREMENT OF THE SUPPLY AND DELIVERY OF TECHNICAL SUPPORT SUBSCRIPTION AND SOFTWARE MAINTENANCE, VIRTUAL SERVERS AND CLOUD HOSTING FOR DTO SYSTEMS CY 2023**

APPROVED BUDGET OF CONTRACT : **FOUR MILLION FIFTY THOUSAND PESOS AND 00/100 (P4,050,000.00) ONLY**

BRIEF DESCRIPTION : **SUPPLY AND DELIVERY OF TECHNICAL SUPPORT SUBSCRIPTION AND SOFTWARE MAINTENANCE, VIRTUAL SERVERS AND CLOUD HOSTING FOR DTO SYSTEMS CY 2023**

SOURCE OF FUND : **IGF CY 2023**

CONTRACT DURATION : **ITEM NO. 1- SIX (6) MONTHS & ITEM NO.2 - FOUR (4) MONTHS**

ITEM NO.	DESCRIPTION/SPECIFICATIONS	QTY	UNIT	USTP APPROVED UNIT PRICE	UNIT PRICE	AMOUNT
1	TECHNICAL SUPPORT SUBSCRIPTION AND SOFTWARE MAINTENANCE TO CONTINUOUSLY UTILIZED PROPRIETARY SYSTEM Six (6) months, 24/7, Prepaid Technical Support Subscription and Software Maintenance to continuously Utilized Proprietary Systems, 100% Performance Security, VAT Inclusive (See Attached Terms of Reference)	1	lot	1,250,000.00	P	P
2	VIRTUAL SERVERS CLOUD HOSTING FOR DTO SYSTEMS 3x Application, Servers 36Core each Load Balanced, CPU 36GB RAM 5TB shared, Storage with Security endpoints; 3x DB, Servers 36Core each Load Balanced, CPU 36GB RAM shared 10TB, Storage, 30Gb Average Daily, Backup + Remote Daily Backup at USTP Data Center, >25,000 Concurrent Connections, Zero-Downtime Upscale/Migration Process for existing services, prepaid subscription expense, 100% Performance Security, VAT Inclusive	4	months	700,000.00	P	P
TOTAL:						P

Total Bid Price in Figure: _____

Total Bid Price in Words: _____

Name and Signature of Bidder: _____

All bid proposals must be sealed in envelopes properly labeled and submitted to this University on or before the deadline of submission of bids, **NOVEMBER 28, 2023, 01:30 P.M.** at the Procurement Services, 2nd Level Gymnasium Lobby, University of Science and Technology of Southern Philippines, C.M. Recto Ave., Lapasan Cagayan de Oro City.

The University of Science and Technology of Southern Philippines assumes no responsibility whatsoever to compensate or indemnify bidders for any expenses incurred in the preparation of the bid. The USTsP neither assumes any obligation for whatsoever losses that the bidders may incur in the preparation on their bids nor guarantee that an award will be made.

ATTY. ERWIN B. BUCIO
BAC II Chairperson



Terms of Reference for Technical Support Subscription and Software Maintenance to continuously Utilized Proprietary System

Background:

USTP utilizes various DTO supported systems to manage various aspects of its academic and administrative operations. Maintaining these systems is essential for ensuring the continuous functionality and system stability, enhancing system performance and efficiency, implementing new features and functionality, addressing security vulnerabilities, and complying with regulatory requirements.

Maintaining PRIISMS is particularly important for managing student information and academic records accurately, streamlining enrollment and registration processes, managing class schedules and course information, and handling financial management and fee collection.

Prisms Integrated School Management System is a web-based software that USTP uses to manage various aspects of its academic and administrative operations, including student information, academic records, and enrollment, class schedules, and financial management. To ensure the software's continuous operation and efficiency, USTP requires a service maintenance agreement (SMA) with the vendor.

Maintaining these systems is of paramount importance for several reasons:

- **Ensuring Continuous Operation and System Stability:** Regular maintenance is essential for preventing system failures, downtime, and data loss. By proactively addressing potential issues and implementing updates, USTP can minimize disruptions to its operations and maintain the integrity of its data.
- **Enhancing System Performance and Efficiency:** Over time, systems may experience performance degradation due to increased usage, outdated software, or changes in hardware configurations. Regular maintenance allows for identifying and resolving performance bottlenecks, optimizing system configurations, and implementing performance enhancements.
- **Implementing New Features and Functionality:** As technology advances and user requirements evolve, DTO supported systems need to adapt to accommodate new features and functionality. Maintenance provides the opportunity to incorporate these advancements, ensuring that USTP's systems remain up-to-date and aligned with current needs.
- **Addressing Security Vulnerabilities:** In today's cyber threat landscape, systems are constantly exposed to potential security breaches. Regular maintenance enables the identification and patching of security vulnerabilities, minimizing the risk of data breaches and unauthorized access.

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- Complying with Regulatory Requirements: Educational institutions are subject to various regulatory requirements related to data security, privacy, and record-keeping. Maintaining DTO supported systems ensures compliance with these requirements, protecting the university from potential legal and reputational risks.

Objectives:

The objectives of the SMA are:

- To ensure the continuous operation and availability of the Prisms Integrated School Management System.
- To ensure that the system is up-to-date and free from bugs and errors.
- To provide technical support and assistance to USTP in the event of system issues or concerns.
- To ensure that the system is secure and protected from unauthorized access or data breaches.

Deliverables:

The following deliverables are expected from the vendor:

- Regular software updates to ensure that the system is up-to-date and free from bugs and errors.
- System monitoring reports to ensure that the system is always operational and available.
- Technical support and assistance to USTP in the event of system issues or concerns.
- Maintenance and repair reports for hardware and software infrastructure, including servers and network components.
- Security monitoring reports to ensure that the system is secure and protected from unauthorized access or data breaches.
- SMA include the additional functionality and features, as requested by end-users:
 1. Enrollment option for College of Medicine – single/annual semester with four (4) grading period format.
 2. Course Catalogue (Major Discipline, Sub-Discipline and Course hierarchy)
 3. Global, campus, program level settings for locking, unlocking, extending of grades encoding, and enrollment.
 4. API for Student Billing, and Payment (Connectivity from Prisms to GIAMS Billing and Collection Module)
 5. API for eClearance Module – student who is cleared in eClearance must also be cleared in Prisms (Whitelist).
 6. Reporting updates for reportedly skipping records
 7. Cashier's – Collecting modules, auto-print OR functionality
 8. Assessment Office – allow student to enroll Whitelist
 9. Admission module – New features and functionality
- Other functionality and features that maybe requested by the end-users during the duration of the contract.

Timeline:

- The SMA will be valid for a period of six (6) months upon receive of notice to proceed.



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Budget and Schedule of Payment

To secure the comprehensive maintenance of DTO supported systems, including the PRIISMS platform, a total budget of PHP 1,250,000 is allocated for a six-month period. This budget encompasses all associated costs, including regular software updates, system monitoring, technical support, hardware and software infrastructure maintenance and repair, and security monitoring and management. The full amount (100%) is payable upfront (prepaid), however, to guarantee the vendor's fair performance and commitment, a 100% performance security deposit is also required.

Documentation and Evaluation Criteria:

The following criteria will be used to evaluate proposals from vendors:

- Experience and expertise in providing service maintenance agreements for academic and administrative software systems.
- Technical capabilities and proposed approach to providing regular software updates, system monitoring, technical support and assistance, maintenance and repair of hardware and software infrastructure, and security monitoring and management.
- Quality and responsiveness of technical support and assistance.
- References from previous clients who have used the vendor's service maintenance agreement for academic and administrative software systems.
- Written clearance/consent from the copyright owner of the Prisms Integrated School Management System that the vendor/bidder is allowed to possess, install, modify, etc a copy of the said software for SMA.


JONATHAN O. JACOBO
BAC II, Technical Representative