



Fulfillers Agreement for Microsoft Software and Licenses for Government Agencies
Unified Premier Support Price List for April 2024

Code	CSE Description	Part Number	Item Name	Service Description	Fulfiller's Price (PHP)	Add : 12% VAT	Consignment Price of MS Software and Licenses (PHP)	Comments
43231513-SFT-001	Business function specific software	MESR-0001	MS Enterprise Support Package 1	<p>MICROSOFT UNIFIED ENTERPRISE SUPPORT (Thru PARTNER BROKER) SERVICE As-Needed Problem Resolution Support Services for MS-Supported Technologies As-Needed Advisory Support Services for MS-Supported Technologies On-Demand Assessments On-Demand Learning FLEX-ALLOWANCE for Proactive Services (Subsidy) Service Delivery Management Services Included PROACTIVE SERVICES - 400 x Enhanced Designated Engineering (EDE) hours for PowerShell - 400 x EDE hours for O365 - 206 x EDE hours for SCCM - 700 x EDE hour for PowerPlatform - 800 x EDE hours for Platforms - 500 x EDE for Security</p> <p>Support for Mission Critical For O365 Most advanced support offering from Microsoft for solutions. This renewal packaged, in-depth solution offers proactive and reactive support from a trusted, outcome-oriented team familiar with your solution and environment.</p> <p>Bundled Pricing Comprising of Mission Critical Solution Team Included Mission Critical Advisory Support Hours Included Service Delivery Management Included Mission Critical Problem Resolution As-needed Mission Critical Discovery Assessment - M1 Renew Included Mission Critical Optimization Assessment - M1 Renew Included Mission Critical Supportability Assessment - M1 Renew Included 600 x EDE hours for O365 400 x EDE hours for Platforms</p>	153,262,760.86	18,391,531.30	171,654,292.16	Unified Enterprise Support Renewal for DepEd
43231513-SFT-001	Business function specific software	MESR-0015	MS Enterprise Support Package 15	<p>MICROSOFT ENTERPRISE SUPPORT (Thru PARTNER BROKER) SERVICE As-Needed Problem Resolution Support Services for MS-Supported Technologies As-Needed Advisory Support Services for MS-Supported Technologies On-Demand Assessments On-Demand Learning FLEX-ALLOWANCE for Proactive Services (subsidy) Service Delivery Management Services Included Proactive Service: 1 x Custom Proactive Remote 5</p>	3,112,500.00	373,500.00	3,486,000.00	Unified Enterprise Support for GSIS
43231513-SFT-001	Business function specific software	MESR-0016	MS Enterprise Support Package 16	<p>MICROSOFT ENTERPRISE SUPPORT (Thru PARTNER BROKER) SERVICE As-Needed Problem Resolution Support Services for MS-Supported Technologies As-Needed Advisory Support Services for MS-Supported Technologies On-Demand Assessments On-Demand Learning FLEX-ALLOWANCE for Proactive Services (subsidy) Service Delivery Management Services Included Proactive Service: 5 x Custom Proactive Remote 1</p>	2,983,201.56	357,984.19	3,341,185.75	Unified Enterprise Support for DENR
43231513-SFT-001	Business function specific software	MESR-0017	MS Enterprise Support Package 17	<p>MICROSOFT ENTERPRISE SUPPORT (Thru PARTNER BROKER) SERVICE As-Needed Problem Resolution Support Services for MS-Supported Technologies As-Needed Advisory Support Services for MS-Supported Technologies On-Demand Assessments On-Demand Learning FLEX-ALLOWANCE for Proactive Services (subsidy) Service Delivery Management Services Included Proactive Service: 5 x Custom Proactive Remote 1</p>	2,983,201.56	357,984.19	3,341,185.75	Unified Enterprise Support for Bureau of Internal Revenue



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43231513-SFT-001	Business function specific software	MESR-0018	MS Enterprise Support Package 18	<p>MICROSOFT ENTERPRISE SUPPORT (Thru PARTNER BROKER) SERVICE As-Needed Problem Resolution Support Services for MS-Supported Technologies As-Needed Advisory Support Services for MS-Supported Technologies On-Demand Assessments On-Demand Learning FLEX-ALLOWANCE for Proactive Services (subsidy) Service Delivery Management Services Included Proactive Service: 5 x Custom Proactive Remote 1</p>	2,983,201.56	357,984.19	3,341,185.75	Unified Enterprise Support for Office of the Solicitor General
43231513-SFT-001	Business function specific software	UESAO-001	Enterprise Support Proactive Services ADD-ON	<p>MICROSOFT ENTERPRISE SUPPORT (Thru PARTNER BROKER) SERVICE Enhanced Designated Engineering (EDE) provides assistance that is tailored to a specific customer environment and helps achieve a desired outcome. EDE resources are allocated, prioritized and assigned based on mutual agreement and are available during normal business hours, to support specific Microsoft products and technologies. -400 x Enhanced Designated Engineer hours for M365 -200 x Enhanced Designated Engineer hours for Security Zero Trust -400 x Enhanced Designated Engineer hours for PaaS</p> <p>M365 Co-Pilot Tier 3 MS Support assistance provided for a pilot to achieve optimal pre-requisite levels, validate data compliance & residency considerations and to help drive a successful deployment of M365 Copilot. We assist on creating operational efficiencies with expert guidance to connect Copilot company-wide.</p> <p>Outcomes delivered: • Guidance and assistance on how to identify priority scenarios and monitoring of Copilot in your tenant. • Recommendations on Copilot accelerators and enhancers that improve prioritized scenarios. • Assistance to optimize your data structure and governance oversight to resolve your security, data, and compliance concerns.</p> <p>CyberSecurity Incident Response Microsoft's Cybersecurity Incident Response capability is an effective way to respond to breaches due to the activities of persistent adversaries or sophisticated criminal enterprises. The Cybersecurity IR Team has the expertise in the threat domain that is crucial for effective response to threats such as malware analysis, reverse engineering, tailored cyber threat intelligence, and the ability to create discreet, custom scanners suitable for high-value servers and endpoints used by executives or critical personnel. Strategic guidance is also provided in order to properly harden environments against advanced and persistent attacks.</p> <p>Service Delivery Management Service is included.</p>	26,785,714.29	3,214,285.71	30,000,000.00	Unified Enterprise Support Addons for PCSO

1. 15% upon contract signing.
2. 35% after acceptance of the 1st progress report which shall not be earlier than 2 months from contract signing.
3. 25% after acceptance of the 2nd progress report which shall not be earlier than 7 months from contract signing.
4. 25% after acceptance of the 3rd progress report which shall not be earlier than 10 months from contract signing.