



A. DOCUMENTACION LEGAL

1. Formulario de presentación de Oferta.



PRESENTACION DE OFERTA (ANEXO I)

Señores

Consejo Del Poder Judicial

Nosotros, los suscritos, declaramos que:

- a) Hemos examinado y no tenemos reservas a los Términos de Referencia para el Procedimiento de Excepción por Exclusividad, incluyendo las adendas realizadas a los mismos.
- b) De conformidad con los Términos de Referencia y Cronograma de Ejecución, nos comprometemos a cumplir con los servicios conexos y bienes establecidos en la licitación pública nacional No. PEEEX-CPJ-002-2019.
- c) Nuestra oferta se mantendrá vigente por un **período de noventa (90) días**, contado a partir de la fecha límite fijada para la presentación de ofertas, de conformidad con los Términos de Referencia de la Comparación de Precios. Esta oferta nos obliga y podrá ser aceptada en cualquier momento hasta antes del término de dicho período.
- d) Si nuestra oferta es aceptada, nos comprometemos a obtener una garantía de fiel cumplimiento del Contrato, de conformidad con los Términos de Referencia de la Comparación, por el importe del **CUATRO POR CIENTO (4%)** del monto total de la adjudicación.
- e) Para esta comparación no somos partícipes en calidad de Oferentes en más de una Oferta, excepto en el caso de ofertas alternativas, de conformidad con los Términos de Referencia de la Comparación de Precios.
- f) Nuestra firma, sus afiliadas o subsidiarias, incluyendo cualquier subcontratista o proveedor de cualquier parte del Contrato, no han sido declarados inelegibles por el Comprador para presentar ofertas.
- g) Entendemos que esta Oferta, junto con su aceptación por escrito que se encuentra incluida en la notificación de adjudicación, constituirán una obligación contractual, hasta la preparación y ejecución del Contrato formal.
- h) Entendemos que el Comprador no está obligado a aceptar la Oferta evaluada como la más baja ni ninguna otra de las Ofertas que reciba.

Richard Onaxis Encarnación Fernández en calidad de **Representante Legal y Presidente** debidamente autorizado para actuar en nombre y representación de **IT Global Enterprise Services, INC**

Firma



2. Formulario de Información sobre el Oferente.





FORMULARIO DE INFORMACIÓN SOBRE EL OFERENTE (ANEXO II)



Fecha: 09/12/19 Mat. 4437

1. Nombre/ Razón Social del Oferente: IT Global Enterprise Services, INC
2. Si se trata de una asociación temporal o Consorcio, nombre jurídico de cada miembro: N/A
3. RNC/ Cédula/ Pasaporte del Oferente: 130-82667-6
4. RPE del Oferente: 55501
5. Domicilio legal del Oferente: Winston Churchill No.5, Urb. Fernández, Santo Domingo, D.N.
6. Información del Representante autorizado del Oferente: Nombre: Richard Onaxis Encarnación Fernández Dirección: Pedro A. Bobea Edificio IX Bella Vista, Santo Domingo, D.N. Números de teléfono y fax: 809-769-0000 / 809-735-2000 / 809-735-2002 Dirección de correo electrónico: richard.encarnacion@itges.com.do


Firma 

3. Registro de Proveedores del Estado.

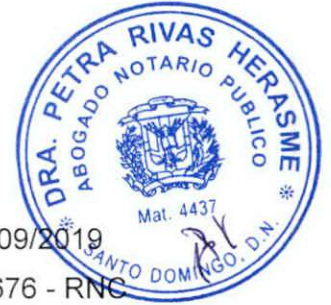




Registro de Proveedores del Estado

Constancia de inscripción

RPE: 55501



Fecha de Registro: 24/07/2015

Razón Social: IT Global Enterprise Services, INC

Certificación MIPYME: No

Clasificación Empresa: No clasificada

Ocupación:

Domicilio: Avenida Rafael Augusto Sanchez, Roble Corporate Center, piso 10, 86, Distrito Nacional

10100 - ISLAS VÍRGENES BRITÁNICAS

Persona de Contacto: Richard Encarnación

Fecha Actualización: 12/09/2019

No. Documento: 130826676 - RNC

Provee: Servicios, Bienes

Registro de Beneficiario: Sí

Estado: Activo

Motivo:

Observaciones:

Actividad Comercial	
CÓDIGO	DESCRIPCIÓN
43200000	Componentes para tecnología de la información, difusión o telecomunicaciones
43210000	Equipo informático y accesorios
43230000	Software
80100000	Servicios de asesoría de gestión
81110000	Servicios informáticos

Portal Transaccional - 19/09/2019 02:27:23 p.m.





4. Certificación de la Dirección General de Impuestos Internos (DGII).



República Dominicana
MINISTERIO DE HACIENDA
DIRECCIÓN GENERAL DE IMPUESTOS INTERNOS
RNC: 4-01-50625-4
"AÑO DE LA INNOVACION Y LA COMPETITIVIDAD"
CERTIFICACIÓN



No. de Certificación: **C0219954406482**

La Dirección General de Impuestos Internos **CERTIFICA** que el o la contribuyente **IT GLOBAL ENTERPRISE SERVICES INC**, RNC No. **130826676**, con su domicilio y asiento fiscal en **SANTO DOMINGO DE GUZMAN**, Administración Local **ADM LOCAL ABRAHAM LINCOLN**, está al día en la declaración y/o pago de los impuestos correspondientes a las obligaciones fiscales siguientes:

Nombre del Impuesto

- | | |
|----------------------------------|----------------------------------|
| • RETENCIONES Y RETRIB. EN RENTA | • ANTICIPO IMPUESTO A LAS RENTAS |
| • ACTIVOS IMPONIBLES | • IMPUESTO A LA RENTA SOCIEDADES |
| • ITBIS | • OTRAS RETENCIONES Y RETRIB COM |

Dada en la **OFICINA VIRTUAL**, a los **cuatro (4) días del mes de diciembre del año dos mil diecinueve (2019)**.

NOTAS:

- La presente certificación tiene una vigencia de treinta (30) días a partir de la fecha y se emite a solicitud del o de la contribuyente o su representante.
- Esta certificación no constituye un juicio de valor sobre la veracidad de las declaraciones presentadas por el o la contribuyente, ni excluye cualquier proceso de verificación posterior.
- Este documento no requiere firma ni sello.

	Código de firma: T1EM-TKD0-6LF1-5754-8908-9113 sha1: O6ANx5V4DU/CxLlxOxEiB2r0q94= DGII - OFICINA VIRTUAL DIRECCION GENERAL DE IMPUESTOS INTERNOS DIRECCION GENERAL DE IMPUESTOS INTERNOS
	 T1EM-TKD0-6LF1-5754-8908-9113



Verifique la legitimidad de la presente certificación en <http://www.dgii.gov.do/verifica> o llamando a los teléfonos 809-689-3444 y 1-809-200-6060 (desde el interior sin cargos).



5. Certificación de Pago de la Tesorería de la Seguridad Social (TSS).



Año de la Innovación y la Competitividad

CERTIFICACION No. 1511885

A QUIEN PUEDA INTERESAR



Por medio de la presente hacemos constar que en los registros de la Tesorería de la Seguridad Social, la empresa **IT GLOBAL ENTERPRISE SERVICES INC** con RNC/Cédula **1-30-82667-6**, a la fecha no presenta balance con atrasos en los pagos de los aportes a la Seguridad Social.

La presente certificación no significa necesariamente que **IT GLOBAL ENTERPRISE SERVICES INC** haya realizado sus pagos en los plazos que establece la Ley 87-01, ni constituye un juicio de valor sobre la veracidad de las declaraciones hechas por este empleador a la Tesorería de la Seguridad Social, ni le exime de cualquier verificación posterior.

Esta certificación tiene una vigencia de 30 días, a partir de la fecha y se expide **totalmente gratis sin costo alguno** a solicitud de la parte interesada.

Dado en la ciudad de Santo Domingo, Republica Dominicana, a los 4 días del mes de Diciembre del año 2019.


Sahadía E. Cruz Abreu
Directora
Dirección de Asistencia al Empleador

Para verificar la autenticidad de esta certificación diríjase a la siguiente dirección:
<http://www.tss2.gov.do/sys/VerificarCertificacion.aspx>

E introduzca los siguientes datos:

- Código: **1511885-S1806048-52019**
- Pin: **8108**



NO HAY NADA ESCRITO DEBAJO DE ESTA LINEA



6. Registro Mercantil.





ESTE CERTIFICADO FUE GENERADO ELECTRÓNICAMENTE Y CUENTA CON UN CÓDIGO DE VERIFICACIÓN QUE LE PERMITE SER VALIDADO INGRESANDO A WWW.CAMARASANTODOMINGO.DO

Página

EL REGISTRO MERCANTIL DE LA CÁMARA DE COMERCIO Y PRODUCCIÓN DE SANTO DOMINGO DE CONFORMIDAD CON LA LEY NO. 3-02 DEL 18 DE ENERO DEL 2002, EXPIDE EL SIGUIENTE:

**CERTIFICADO DE REGISTRO MERCANTIL SOCIEDAD EXTRANJERA
REGISTRO MERCANTIL NO. 83637SD**



DENOMINACIÓN SOCIAL: IT GLOBAL ENTERPRISE SERVICES, INC.

SOCIEDAD EXTRANJERA

RNC: 1-30-82667-6

FECHA DE EMISIÓN: 01/09/2011

FECHA DE VENCIMIENTO: 01/09/2019

SIGLAS: NO REPORTADO

NACIONALIDAD: ISLAS VIRGENES BRITANICAS

CAPITAL SOCIAL: 50,000.00

CAPITAL SUSCRITO Y PAGADO: 50,000.00

MONEDA: US\$

FECHA ASAMBLEA CONSTITUTIVA/ACTO: 27/04/2011

FECHA ÚLTIMA ASAMBLEA: 08/11/2017

DURACIÓN DE LA SOCIEDAD: INDEFINIDA

DOMICILIO DE LA SOCIEDAD:

CALLE: RAFAEL AUGUSTO SANCHEZ NO. 86, ROBLE CORPORATE CENTER, PISO 10

SECTOR: NO REPORTADO

MUNICIPIO: SANTO DOMINGO



DATOS DE CONTACTO DE LA SOCIEDAD:

TELÉFONO (1): **(809) 381-0505**

TELÉFONO (2): **NO REPORTADO**

CORREO ELECTRÓNICO: **NO REPORTADO**

FAX: **NO REPORTADO**

PÁGINA WEB: **NO REPORTADO**

ACTIVIDAD DE LA SOCIEDAD: **SERVICIO**

OBJETO SOCIAL: **SERVICIOS TECNOLOGICOS, DE HOSTING, DE MANEJO DE PROYECTOS, VENTAS DE EQUIPOS Y CONSULTORIA EN EL AREA DE TECNOLOGIA DE LA INFORMACION Y COMUNICACION**

PRINCIPALES PRODUCTOS Y SERVICIOS: **TECNOLOGIA EN GENERAL**

SISTEMA ARMONIZADO (SA): **NO REPORTADO**

ACCIONISTAS/ SOCIOS/ SUSCRIPTORES:

NOMBRE	DIRECCIÓN	RM/CÉDULA /PASAPORTE	NACIONALIDAD	ESTADO CIVIL
REPKO SERVICES, LTD. REP. POR. LEONEL ROMAN MELO GUERRERO	RAFAEL AUGUSTO SANCHEZ NO. 86, ROBLE CORPORATE CENTER, PISO 10 ENS. JULIETA SANTO DOMINGO		ISLAS VIRGENES BRITANICAS	

CANTIDAD ACCIONISTAS: En el presente certificado figuran 1 de 1 accionistas.

CANTIDAD DE ACCIONES: 1

CONSEJO DE ADMINISTRACIÓN/ ÓRGANO DE GESTIÓN:

NOMBRE	CARGO	DIRECCIÓN	RM/CÉDULA /PASAPORTE	NACIONALIDAD	ESTADO CIVIL
ERIC ERNESTO PERICHE CASTELLANOS	Director	C/ RAFAEL AUGUSTO SANCHEZ NO. 86, ROBLE CORPORATE CENTER, PISO 10 SANTO DOMINGO	001-1572672- 1	REPUBLICA DOMINICANA	Soltero(a)
RICHARD ENCARNACION	Director	C/ RAFAEL AUGUSTO SANCHEZ NO. 86, ROBLE CORPORATE CENTER, PISO 10 SANTO DOMINGO	003-0052503- 7	REPUBLICA DOMINICANA	Casado(a)
JOSE LEOPOLDO VICINI PEREZ	Director	C/ RAFAEL AUGUSTO SANCHEZ NO. 86, ROBLE CORPORATE CENTER, PISO 10 SANTO DOMINGO	001-1696610- 2	REPUBLICA DOMINICANA	Casado(a)
MAURICIO SALAZAR RODRIGUEZ	Director	C/ RAFAEL AUGUSTO SANCHEZ NO. 86, ROBLE CORPORATE CENTER, PISO 10 SANTO DOMINGO	001-1784101- 5	MEXICO	Casado(a)

DURACIÓN CONSEJO DE ADMINISTRACIÓN/ ÓRGANO DE GESTIÓN: 0 AÑO(S)



ADMINISTRADORES/PERSONAS AUTORIZADAS A FIRMAR:

NOMBRE	DIRECCIÓN	RM/CÉDULA /PASAPORTE	NACIONALIDAD	ESTADO CIVIL
RICHARD ENCARNACION	C/ RAFAEL AUGUSTO SANCHEZ NO. 86, ROBLE CORPORATE CENTER, PISO 10 SANTO DOMINGO	003-0052503-7	REPUBLICA DOMINICANA	Casado(a)

COMISARIO(S) DE CUENTAS (OPCIONAL):
NO REPORTADO



ENTE REGULADO: NO REPORTADO

NO. RESOLUCIÓN: NO REPORTADO

TOTAL EMPLEADOS: NO REPORTADO

MASCULINOS: NO REPORTADO

FEMENINOS: NO REPORTADO

SUCURSALES/AGENCIAS/FILIALES: NO REPORTADO

NOMBRE(S) COMERCIAL(ES)

NOMBRE

NO. REGISTRO

NO REPORTADO

NO REPORTADO

REFERENCIAS COMERCIALES

REFERENCIAS BANCARIAS

NO REPORTADO

NO REPORTADO

COMENTARIO(S)

PRIMER DUPLICADO POR PERDIDA EXPEDIDO A SOLICITUD DE LA PARTE INTERESADA A LOS TRES (3) DIAS DEL MES DE JULIO DEL DOS MIL DIECIOCHO (2018).

ACTO(S) DE ALGUACIL(ES)

NO POSEE



ES RESPONSABILIDAD DEL USUARIO CONFIRMAR LA VERACIDAD Y LEGITIMIDAD DEL PRESENTE DOCUMENTO A TRAVÉS DE SU CÓDIGO DE VALIDACIÓN EN NUESTRA PÁGINA WEB: WWW.CAMARASANTODOMINGO.DO

ESTE CERTIFICADO FUE GENERADO ELECTRÓNICAMENTE CON FIRMA DIGITAL Y CUENTA CON PLENA VALIDEZ JURÍDICA CONFORME A LA LEY NO. 126-02 SOBRE COMERCIO ELECTRÓNICO, DOCUMENTOS Y FIRMAS DIGITALES.



Santiago Mejía Ortiz
Registrador Mercantil

*** No hay nada más debajo de esta línea ***



7. Nomina de Accionistas.





Yo, Lic. Yulianna M. Ramon Martínez, Intérprete Judicial del Juzgado de Primera Instancia del Distrito Nacional, debidamente investida para este fin mediante Resolución del Pleno de la Suprema Corte de Justicia número 01/2008 de fecha ocho (8) del mes de enero del año dos mil nueve (2009), CERTIFICO que la presente es una traducción fiel y conforme al documento originalmente escrito en idioma inglés y cuya versión en español se lee como sigue:



Nombre de la Compañía: **IT GLOBAL ENTERPRISE SERVICES, INC.**
Número de Registro BVI: **1645496**

REGISTRO DE MIEMBROS

La Compañía mantendrá un Registro de Miembros y una copia del mismo deberá ser mantenida en la Oficina Registrada de la Compañía en Islas Vírgenes Británicas. Cualquier cambio realizado al Registro de Miembros deberá ser notificado al Agente Registrado dentro de los 15 días de dicha modificación.

Nombre y Dirección de los Accionistas (Si las acciones han sido emitidas al portador, indicar "acciones al portador")	Acción		Número Total de Acciones Emitidas	Tipo y Serie	Monto o consideración pagado por cada acción	Fecha de transferencia	Transferido a:
	Número	Fecha					
Repko Services, LTD. de Vanterpool Plaza, Wickhams Cay 1, Segundo Piso, Road Town, Tórtola, Islas Vírgenes Británicas	1	27 de abril de 2011	50,000	Comunes	US\$1.00		

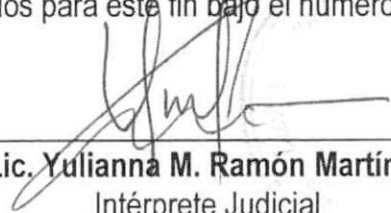


[SELLO; IT Global Enterprise Services, Inc. / Compañía BVI]

Impreso: 10 de mayo de 2011

Página No. 1 de 1

Copia fiel y exacta a su original en inglés, en fe de lo cual he sellado y rubricado cada una de sus fojas. Traducción hecha a instancias de la parte interesada, en Santo Domingo, Distrito Nacional, República Dominicana a los treinta (30) días del mes de agosto del año dos mil once (2011), registrada en mis registros habilitados para este fin bajo el número 164/ 2011.


Lic. Yulianna M. Ramón Martínez
Intérprete Judicial



REGISTER OF MEMBERS

The Company shall keep a Register of Members and copy thereof must be kept at the Registered Office of the Company in the British Virgin Islands. Any change made to the Register of Members must be notified to the Registered Agent within 15 days.

Shareholder's Names and Addresses	Share		Total Number of Shares Issued	Class and Series	Consideration or Amount paid per share	Date of transfer	Transferee
	Nr.	Date					
Repko Services, Ltd Vanterpool Plaza, 2nd Floor, Wickmans Cay I, Road Town, Tortola, British Virgin Islands	1	April 27 th , 2011	50,000	Common	US\$1.00		



ORIGINAL
 FECHA: 26/02/19 HORA: 12:51 p.m.
 NO. EXP.: 669878 R. M.: 836375D
 LIBRO: 56 FOLIO: 430
 VALOR: 200.00
 LISTA DE LOS SUSCRIPTORES Y ESTADO DE LOS PAGOS
 NUM.: 2337489RD





8. Acta de Asamblea que designa Representante Autorizado.

CERTIFICACIÓN

Quien suscribe, el señor ERIC PERICHE CASTELLANOS, dominicano, mayor de edad, soltero, portador de la Cédula de Identidad y Electoral No.001-1572672-1, domiciliado y residente en Santo Domingo, República Dominicana, actuando en su calidad de Director de IT GLOBAL ENTERPRISE SERVICES, INC, una entidad incorporada bajo las leyes de las Islas Vírgenes Británicas, con domicilio establecido en la República Dominicana, titular del Certificado de Registro Mercantil No. 83637SD y registro nacional de contribuyentes (RNC) No. 1-30-82667-6 ("la Sociedad"); por este medio CERTIFICA LO SIGUIENTE:

1) Que en el libro de actas de la Sociedad, existe la Resolución del Consejo de Directores de fecha primero (1ro.) del mes de marzo del año Dos Mil Quince (2015) fue nombrado el Consejo de Directores de la sociedad, integrado de la forma siguiente:


- Eric Periche (Director- Chairman)
- Richard Encarnación (Director - President- Vice Chairman)
- José Leopoldo Vicini Pérez (Director)
- Mauricio Salazar (Director)

2) Que el Consejo de Directores de referencia se mantiene vigente a la fecha de emisión de la presente certificación.

3) Que en el Libro de Actas de la Sociedad existe la Resolución del Consejo de Directores de fecha ocho (8) de mayo del Dos Mil Dieciocho (2018), que mediante su primera resolución otorga poder especial de representación a favor del señor Richard Encarnación, según se indica a continuación:

"PRIMERA RESOLUCIÓN: El Consejo de Directores de la sociedad IT GLOBAL ENTERPRISE SERVICES, INC, RATIFICA LOS PODERES de representación otorgados a favor del señor Richard Encarnación para representar a la Sociedad por ante cualesquier personas o instituciones públicas o privadas de la República Dominicana o el extranjero, pudiendo ejecutar actos de administración que a su juicio sean útiles y necesarios para la buena marcha de los negocios de la Sociedad, incluyendo poderes para recibir y entregar sumas de dinero y cheques, hasta los montos abajo indicados, así como también para otorgar descargos en nombre de la Sociedad. Asimismo se le otorgan poderes para negociar, concretar y suscribir contratos y asumir compromisos de cualquier naturaleza en nombre de la Sociedad siempre que no excedan en su totalidad de la suma anual de Un Millón de Dólares de los Estados Unidos de América (US\$1,000,000.00); con la sola excepción de aquellos que la ley o los estatutos de la sociedad reservan de forma exclusiva al Consejo de Directores de la Sociedad."

Hecho y firmado en la ciudad de Santo Domingo de Guzmán, Distrito Nacional, República Dominicana, en fecha veinte y seis del mes de octubre del año Dos Mil Diecinueve (2019).


ERIC PERICHE CASTELLANOS
Director - Chairman

IT GLOBAL ENTERPRISE SERVICES, INC.





B.

Documentación Técnica.



1. Documentación emitida por el fabricante o el representante local donde permita al Consejo del Poder Judicial acceder directamente a sus servicios de soporte sin la dependencia del proveedor local, suscrita por el representante legal del oferente.



2. Documentación emitida por el fabricante o el representante autorizado donde se especifique que el tiempo de respuesta para soporte de la solución adquirida no debe exceder de 8 horas y debe ser 24 x 7 x 365.



3. Carta emitida por el proveedor local donde se especifique que:

1) el tiempo de respuesta para soporte de la solución adquirida no excederá de 8 horas,

2) el soporte local ofrecido debe ser 8 x 5 (lunes a viernes) y

3) el soporte local es por 40 horas a partir de la entrega del licenciamiento, suscrita por el representante legal del oferente.





Contratante: Consejo del Poder Judicial
Oferente: IT Global Enterprise Services, Inc.
RNC 130-82667-6
Ficha Técnica: Proyecto "Renovación de Licencias Trend Micro Para la Solución de Protección de Puntos Finales de las Distintas Dependencias del Consejo del Poder Judicial PEEX-CPJ-002-2019."
Asunto: Certificación de Soporte Local.
Fecha: 10 de Diciembre del 2019.

La empresa, *IT Global Enterprise Services Inc.*, representada legalmente por el Sr. Richard O. Encarnación Fernández, detallamos de manera individualizada y detallada las condiciones de garantía de soporte local de los bienes ofertados.

Soporte Local de 40 Horas al año Total descritos bajo los siguientes tiempos de respuesta.

Tiempo de Respuesta	Disponibilidad
1 Hora contada a partir de la recepción del correo electrónico y/o llamada reportando dicho problema.	8x5 de Lunes a Viernes 8:30 AM – 5:30PM Lunes-Viernes


Richard Encarnación
Presidente



**4. Carta de Distribuidor
Exclusivo para los bienes objeto a
contratar (emitido por el
fabricante).**





TREND MICRO™ SUPPORT

At Trend Micro, your security is our lifeblood. We live and breathe security—and only security. We are 100% dedicated to making the world safe for exchanging digital information. So we know the instant the security landscape becomes more complex. Our support teams are right there with you, becoming more knowledgeable and sophisticated on the latest threats to better handle your issues.

Trend Micro Support is a smart investment. We'll help you maximize your security stance, minimize threats, and free up your valuable IT resources for other critical functions.

- **Trend Micro 24x7 Support** is available around-the-clock for critical business issues, as defined at <http://www.trendmicro.com/severitydefinitions>. Business hours support is provided for non-critical issues. You receive Trend Micro 24x7 Support with your active maintenance agreement.
- **Trend Micro Premium Support** provides you with a named Customer Service Manager who will be your on-going contact to assist you with urgent issues and provide expert guidance designed to elevate your security posture.

KEY BENEFITS

- Improve security by resolving security issues quickly
- Ensure technical support whenever and wherever it's needed
- Empower your IT staff with advanced support resources
- Optimize your return on investment with expert advice on your Trend Micro solutions

SUPPORT MADE SIMPLE

“In today's increasingly complex IT environment, managing a mix of security capabilities can be a challenge. The new Trend Micro 24x7 Support program simplifies technical support, making it both available and affordable for customers, and providing access to experts who can help around the clock.”

Jon Oltsik
Senior Principal Analyst
Enterprise Strategy Group

What you can expect from Trend Micro Support Services	SUPPORT OFFERINGS	
	Trend Micro 24x7 Support*	Trend Micro Premium Support
Telephone Support	24x7	24x7
Designated contacts	3	6
Product updates and upgrades	✓	✓
Telephone, email and web-based support channels	✓	✓
Access to Customer Service Engineers	✓	✓
Assignment of Named Customer Service Manager		✓
Priority case handling		✓
Suspicious file analysis (via Premium Support Connection)		✓
Installation and upgrade support		✓
On-going security assessments and recommendations		✓
Monthly calls and annual on-site meeting		✓
Number of regions		1
Suitable for global and large enterprises		✓

* Access to support around-the clock is for critical issues as defined at www.trendmicro.com/severitydefinitions



TREND MICRO 24x7 SUPPORT

Expert, Knowledgeable Help for Your Business

Get the expertise you need when you need it. Trend Micro 24x7 Support includes access to Customer Service Engineers, a highly trained cadre of former system administrators, network and data center engineers, and service consultants with several years of experience dealing with daily security challenges. They have deep insight and security expertise as well as access to the Trend Micro global technical ecosystem and tools that help address the range of security concerns including content, data center, and risk management.

TREND MICRO PREMIUM SUPPORT

Elevate Your Security Posture with Expert Guidance

You've told us that you are challenged to continuously assess and manage your security—especially as targeted attacks and other threats arrive on breakthrough technologies like mobile and cloud. We understand that it's hard to determine whether you are continually secure and able to protect your data and infrastructure against new threats.

Designed specifically for enterprises and very large enterprise organizations, Trend Micro Premium Support provides you with expert resources to give you the personalized solutions you need to stay protected. A named Customer Service Manager (CSM) will help you implement your security in the way that is most effective for your business. These security experts are thoroughly trained to provide focused guidance on threat response, planning, preparedness, and solution optimization.

Customer Service Managers focus on your environment, business processes, and security posture to make sure you receive the highest return on your security investment. They are your champions inside Trend Micro who map our solutions to your specific business and security needs and bring in specialists as needed.

Why Trend Micro Premium Support Is a Great Choice

With a Customer Service Manager security expert on your team, you'll save time and effort, reduce risk, and improve return on your Trend Micro investment. Trend Micro Premium Support includes:

- Optimized implementation of your Trend Micro security solution for the best possible protection of your particular environment
- Real-time advice on current security threats and risks that help you avoid infections and targeted attacks and prevent loss of intellectual property and other data
- Periodic health checks to ensure ongoing protection against data loss and business interruption
- Expert consultation on your particular security issues. This will help you save time and money by avoiding the cost of researching security options and potentially implementing sub-optimal configurations
- Annual security planning meeting with your management teams so you get the most out of your security systems and can prioritize security investments based on your needs and objectives. Your Customer Service Manager will provide a detailed evaluation of your security profile, where there are gaps, and how you can best fill them

Customer Service Managers are committed to collaborating with your team to deliver highly responsive, personalized service and protection. They focus on your business to deliver operations strategies to best fit your environment. Working alongside you, your Customer Service Manager can help you address the most challenging aspects of security: optimize your security profile across technologies, processes, and people; and configure your Trend Micro security solutions to achieve optimized IT service levels.

Security is our passion. And we've been doing it longer than any other independent security vendor. You can count on Trend Micro for leading security solutions backed by superior support services.



TRAINED FOR IMMEDIACY—MEETING TODAY'S SECURITY NEEDS

Trend Micro Customer Service Engineers are dedicated to staying on top of the continually evolving threat landscape. They dedicate at least 25% of their time to developing their personal knowledge base—attending internal and external trainings, completing hands on product-readiness exercises, and researching new security threats.

Trend Micro Customer Service Engineers are trained to deal with today's IT challenges, including consumerization, cloud and data center modernization, and targeted attacks that are putting your valuable information at risk.

PROVEN ROI

“The history of successful collaboration makes Premium Support a budget priority for us, with a proven return on investment in the form of improved security and time savings for our in-house staff.”

Chris Brown
System Analyst
WakeMed Health & Hospitals



Securing Your Journey to the Cloud

©2015 by Trend Micro Incorporated. All rights reserved. Trend Micro, the Trend Micro logo, OfficeScan and Trend Micro Control Manager are trademarks or registered trademarks of Trend Micro Incorporated. All other product or company names may be trademarks or registered trademarks of their owners. (DS03, Subject to 10/15/15)

Support Procedures Latin America 2018



This document describes Tools and Services available for Premium Partner for Enterprise (PPE)

It's intended to help existing customers (not pre-sales), in order to maintain strong long term relationships with customers.



Index

Contents

1. Self Service for Product Support	3
1.1 Check System Requirements.	3
1.2 Check for Product Updates	4
1.3 Check Available Documentation.	4
1.4 Search for Technical Support through Knowledgebase.	5
2. Partner Portal.	7
2.1 How to obtain a Partner Portal account.	7
2.2 How to maintain active your Partner Portal account	9
3. Service Request	9
3.1 Product Support Types	9
3.2 Required Information for Product Service Request	9
3.3 Threat Support.	12
4. Service Level Objectives.	15
5. Service Request handling and follow-up guidelines for Support	15
5.1 Service Request Update.	15
5.2 "P1" Severity 1-Priority Service Request.	16
5.3 Service Request Reopening.	16
5.4 Remote Session Requests.	16
5.5 Service Request Closing.	17
5.6 Force Closing (2-2-1).	17
5.7 Incidents.	17
5.8 Service Request Priorization (Escalation Manager).	18
5.9 Normal Business Operation Support Hours.	20
5.10 Off-Business Operation Support Hours.	20
5.11 Contact Information.	21
6. Important reference URLs.	22
7. APPENDIX A – Education.	24
8. APPENDIX B – Case Diagnostic Tool.	26
9. Glossary of Terms.	27

What to do before opening a new Product Support Service Request

1. Self Service for Product Support

1.1 Check System Requirements.

Get sure that the hardware and operating system is compliant to all products requirements as described on Trend Micro documentation.

This information is available in the product's Readme.txt file of the product located in the more details section of the product at <http://downloadcenter.trendmicro.com> or <http://docs.trendmicro.com>.

More details

ABOUT THIS DOWNLOAD

Filename: OSCE_105_WIN_EN_REPACK1.exe
 MD5 checksum: 2e556d9e36acf9ed88197537849a455a

DOCUMENTATION & SUPPORT

- Administrator's Guide
- Client ReadMe
- Installation Guide
- Quick Start Guide
- Server ReadMe



Online Help Center



Home & Home Office

- Download Guard
- Easy Document Lock
- Trend Micro DirectPass
- Internet Security
- InstantBurn
- SafeSync
- SyncCenter
- System Information Collector (SIC) Tool
- Trend Micro ZeroClient plus Antivirus
- Trend Micro Mobile Security
- Trend Micro Titanium
- Trend Micro Toolbar
- TrendOne
- Web Protection Add-On



Small & Medium Business

- Client Server Security for SMD
- Cloud Edge
- Customized Licenses Portal
- Deep Edge
- Hosted Email Security
- InterScan Virtual Mail for SMD
- InterScan Web Security as a Service
- InterScan Web Security Analyst
- Trend Micro Anti-Spyware for SMD
- Trend Micro License Management Platform
- Trend Micro Remote Manager
- Virus-Free Business Security
- Virus-Free Business Security Services
- Virus-Free Remote Manager



Enterprise

- Advanced Reporting and Management for InterScan Web Security
- Attach Scanner for Secure
- Cloud App Encryption for Office 365
- Cloud App Security
- Control Manager
- Core Protection for Virtual Machines
- Damage Cleanup Server
- Damage Cleanup Services
- Data Loss Prevention (formerly Leakproof)
- Data Protection Reference Document
- Deep Discovery Analyzer
- Deep Discovery Email Inspector
- Deep Discovery Endpoint Retriever
- Deep Discovery Inspector
- Deep Security
- Deep Security for Web Apps
- Endpoint Application Control
- Endpoint Encryption
- Endpoint Security Firewall

1.2 Check for Product Updates

Product Updates are available in the more details section of the product at <http://downloadcenter.trendmicro.com> in the Service Pack and Product Patch Tabs as shown in the image below.

[View other versions](#)

Product Download/Update

Service Pack

Product Patch

Related Downloads



1.3 Check Available Documentation.

- **Readme file:** This document talks about the new features and enhancements of that specific version.
- **Installation Guide:** This document discusses requirements and installation procedures.
- **Administrator's Guide:** This document discusses getting started information, client installation procedures and basic management.

Readme file, Installation Guide, Administrator's Guide are available at <http://downloadcenter.trendmicro.com> and <http://docs.trendmicro.com>

Product Download/Update

Operating System: Windows 32bit

Download Description	Release Date	File Name	Size (MB)	Download Package
Full Installation Package English	2013-01-21	Manager-8.0.4100.i386.zip	136	

More details

ABOUT THIS DOWNLOAD

Filename: Manager-Windows-8.0.4100.i386.zip
SHA checksum: 00F22532 E666245E BB58F61E 214184B1 CDB7769B

DOCUMENTATION & SUPPPORT

- Administrator's Guide
- Getting Started Guide
- ReadMe

Best Practices Guides: This document provides important information for product installation, configuration and customization guidelines, if available, you can search it from <https://success.trendmicro.com/technical-support>

1.4 Search for Technical Support through Knowledgebase.

Check inside the knowledgebase for a solution related to the issue you're experiencing.

You can search solutions for most common known issues, directly from <https://success.trendmicro.com/technical-support>

You can search solutions for most common known issues.

TREND MICRO Securing Your Journey In the Cloud

TrendMicro.com Download Center

Support

For Home
For individuals, family, or small business users

Get support for:
 Lenovo above Windows 10 Compatibility
 Trend Micro Maximum Security 10
 Trend Micro Internet Security 10

[More Support For Home](#)

For Business
For business or enterprise users

Get support for:
 OfficeScan
 WorkForce Business Suite
 Deep Security

[More Support For Business](#)

Search Support

Looking for information on RANSOMWARE? Please click here for important Trend Micro solution updates and latest best practice recommendations.

Technical Support

Check the latest and popular topics on:
 OfficeScan
 WorkForce Business Security
 Deep Security

[Main Product Support Page](#)

Virus & Threat Help

Get solutions, tools, & threat advisories on:
 Detection
 Removal
 Malware Prevention

[More Malware Topics](#)

Renewals & Registration

Get registration, activation, & renewal help:
 Registration FAQs
 Product FAQs
 Renewal Help

[Get to Renewals & Registration](#)

Contact Support

Download Center

Product Documentation

Support Portal

Product Vulnerability

Feedback

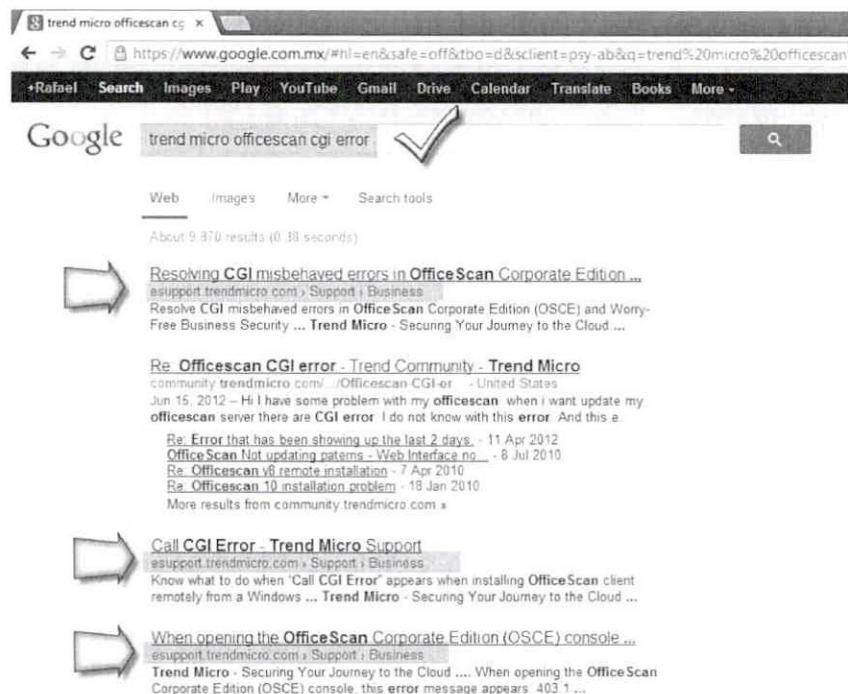


Or you can search for a specific solution using common criteria (ie. product, version, problem, error, solution, etc. "keywords").



You can search directly in knowledgebase or you can use [Google](http://www.google.com) as your search engine, in the results you should find esupport links, usually the first ones are related to the answer you are trying to find.

If a Knowledgebase Solution requires a HOTFIX request it by a normal Service Request.



IMPORTANT: Only the information from Trend Micro sites is the officially supported

2. Partner Portal.

2.1 How to obtain a Partner Portal account.

Each partner support engineer should have its own Partner Portal account. (personal and nontransferable).

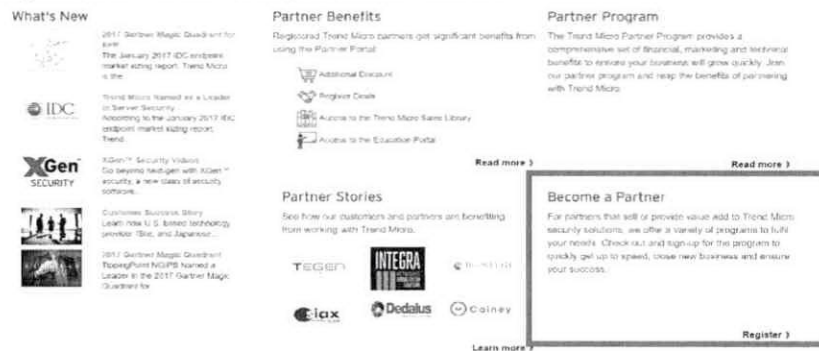
IMPORTANT: Account sharing or generic account are not allowed, Trend Micro can delete any time, any account, if it is not used correctly.

To get access to Partner Portal, each partner engineer must do the following:

1. Access to Partner Portal <https://community-trendmicro.force.com/Partner>



2. Register as a new user with your domain account



3. Complete the required fields



4. You will receive an email and you'll be able to login, submit and manage service request.



2.2 *How to maintain active your Partner Portal account*

This manual explains all the Premium Services Connection tools and procedures; you should follow them to avoid your account to get inactive.

Trend Micro can inactivate your account if something of the following happens:

1. **Forced Closed Deactivation:** Each month Trend Micro will follow up all the forced closed Service Requests statistics, if an account has more than 2 forced closed Service Requests in the same month, it will be deactivated.
2. **Rejected Service Request Deactivation:** Each month Trend Micro will follow up all the rejected Service Request statistics, if an account has more than 2 rejected Service Requests in the same month, it will be deactivated.
3. **Borrow Credentials Deactivation:** If an account is shared between 2 or more engineers, the involved accounts are going to be deactivated, in this specific case you need to wait to the following month to request access again (You should follow all the "How to obtain a Premium Services Connection "PSC" account" procedure and contact your Regional Technical Contact for further information).

3. Service Request

3.1 Product Support Types

- **Product Service Request:** For assistance with product related questions or issues.
- **Enhancement Request:** Suggestions for product feature enhancement.
- **Product Support Tools:**
 - Case Diagnostic Tool for Windows.
 - Case Diagnostic Tool for Linux.
 - Case Diagnostic Tool for Solaris.

<https://success.trendmicro.com/solution/1055229-using-the-cdt-to-collect-the-information-needed-by-technical-support>



3.2 Required Information for Product Service Request

Prior to submit a Product Service Request you should check all information suggested in Section 1.

All Support communication is ENGLISH only.

We suggest to itemize your problem for easy understanding.

Fields indicated with "*" are required fields and they are:

- a. **Account Name:** search for end customer name or by Activation Code
- b. **Product Profile:** use this field to manage product profile for the end customer with product version, Operating system, product language.

- **Product name:** Select the product name. Make sure you choose the right product, if the product doesn't exist, choose the closest product and inform this to you Regional Technical Contact.
- **Product version:** Select your product version.
- **Product Language:** Select your Product Language.
- **Product Operating System:** Select the Operating System of the environment where the issue appears.

- Affected Operating System:** select the operating system where the problem is presenting. (the operating system list is feed from product profile, point b)
- Requirement type:** Select the type of case you need to raise: create a case, send a file for malware analysis, enhance product.
- Category problem:** Select the option that best fit to the present problem.

Title: should include problem summary.

Example: OSCE Firewall drops all packets in OSCE 12 Critical Patch 1315

- Description:** This field **must be structured** with the following information sections, It is advised to use short and simple sentences (itemized).

- **[PROBLEM/SYMPHTOM DESCRIPTION]**

The problem description should be explained here.

Examples:

- Queuing up to 6500 messages with a delivery delay of 4 hours.
- Hard Disk reaching full capacity because logs maintenances is not deleting old information.
- Encountering Crash/BSOD when schedule scan starts on systems with Windows Vista SP2.

- **[PREVIOUS TROUBLESHOOTING STEPS TAKEN]**

Describe here the actions already performed to troubleshoot or try to solve the issue, previous to the Service Request submission.

Examples:

- The SMTP Service was restarted.
- The network (ping) and port 25 two-way communication and between IMSVA and Mail Storage server was checked, OK.
- Checked IMSVA Resources: CPU: 25%, Memory: 15%, Queue Partition in use: 2%, Data Partition in use: 68%, etc.

- **[HOW TO REPLICATE THE PROBLEM/SCENARIO]**

Describe how the problem can be replicated in a Lab/Test environment.

If steps to replicate are not available or unknown, please indicate that there are no available replication steps.

- **[ENVIRONMENT DESCRIPTION]**

Describe here the relevant details of the environment.

Examples:

- Operating system details (build, Service Pack, 32 or 64bit, language).
- Hardware details (CPUs, RAM, Hard Disk total and free space, etc.).
- If virtualized, describe the platform and related details.



- **[EXPECTED SOLUTION]**
Describe what is the expectative of response or solution to this Service Request.
Examples:
 - First, please provide immediate assistance to solve performance issue.
 - Second, please provide the Root Cause of the issue and a procedure to avoid it to happen again.

- **[ATTACHED INFORMATION]**
Detailed list of the information being attached to the Service Request according to the case submission checklist, also location of the Case Diagnostic Tool log files (Refer to Appendix B – Case Diagnostic Tool).
Examples:
 - logs.zip: Contains all CDT Logs + OS Event viewer Logs.
 - network.zip: network diagram and traffic flow diagram.
 - Checklist.xlsx: Additional information from the Submission Checklist.
 - Screenshots.zip: Screenshots of the errors obtained when the issue occurs.
 - You can find this location at this ftp site.

- **[ADDITIONAL INFORMATION]**
Add here any additional information that you consider important to share.



h. Case Urgency: Low, Medium, High and Critic

If you choose High or Critical you should fill:

Business Impact Details - This field is to explain details of the impact that the issue is generating on the customer's business operations or in the relationship with the customer.

Example:

- Totally affected infrastructure (10,000 users).
- Business Critical Server is affected.
- Undetected Samples on lab machine.

IMPORTANT: If necessary, consider using "Urgency" field. The explanation in Business Impact Details should be clear to understand business impact of customer.

- i. **Emails to CC:** If someone else in the partner should be notified regarding the Service Request status, you can add here their email (**ONLY PARTNER, NOT CUSTOMER**).

- j. **File Name:** you should attached CDT logs. Size limit = 5MB, if this limit exceeds please use URL field (you can submit files in *.rar or *.zip format with password "novirus"). URL field should be the link to your FTP or site where CSE can download the files you provide

3.3 Threat Support.

- **Threat Service Request:** If you suspect your system is infected with malware, please submit ATTK logs or suspicious file in .rar or .zip format and password "virus".

ATTK is a threat support forensic tools used to collect system information for suspicious files/activity. It is highly-recommended to use ATTK as the first step for gathering files for analysis as the comprehensive data collection minimizes the probability that more information is needed for forensics.



Nueva Solicitud
Crear una solicitud o solicitud de ayuda pública. Los campos marcados en rojo son obligatorios.
 Por favor, describa el problema en español.

Nombre de Cuenta del Usuario Final:

Punto de Contacto:

Sistema Operativo Afectado:

Tipo de Actividad: Crear un Caso Estado del archivo para el área de Inmigración Cambio de Caso

Categoría del Problema:

Asunto:

Adjuntos:

Email para copia:

You can download ATTK (Anti-Threat Tool Kit) from <https://success.trendmicro.com/solution/1059565#collapseTwo>

For further details on how to use ATTK you can refer to knowledgebase: <http://esupport.trendmicro.com/solution/en-us/1059565.aspx>.

In order to run ATTK tool you need to follow this steps:

1. Download the appropriate ATTK tool.
2. Execute ATTK on the affected system to collect suspicious files.
3. Collect the files created in "\\Trend Micro AntiThreat Toolkit\Output" folder with the filename formatted as "YYYY.MM.DD.HHmm.ss_[GUID]".
4. Upload the collected file through PSC.
5. Check for updates through "Review and Submit" section where is displayed the analysis results for submitted files.

- a. **Requirement type:** Select the type of case you need to raise: create a case, *send a file for malware analysis*, enhance product.
- b. **Category problem:** Select the option that best fit to the present problem:
 - a. **Undetected Threat Sample Analysis**
 - b. **Infected or Possibly affected**
*Important you should describe the details and symptoms on the affected equipments
 - c. **File False Positive**
*Important you should describe the details and symptoms on the affected equipments
 - d. **URL Classification**
 - e. **Spam**
 - f. **Spam Reclassification**

Tipo de Solicitud → Crear un Caso • Enviar un archivo para análisis de amenazas → Change Control

Categoría del Problema: Undetected Threat Sample Analysis

Tipo de Patrón de Virus:

- Select an issue category...
- Virus and Malware Issues
- Undetected Threat Sample Analysis
- Infected or Possibly Infected
- File False Positive
- URL Reclassification
- Spam
- Spam False Positive

Asunto: _____

Attachment(s):

- Virus File or Email File
- URL Text File

Buttons: Create, Cancelar



- **URL Reclassification:** Submit suspicious or malicious URL's as a 'URL to Verify' service request, this topic is divided in two parts:
 - You can enter a URL to check its classification and validate if it is safe or not, if you detect that the classification is wrong, you can Report it for reclassification.

URL Reclassification

Premium Services

SERVICE REQUEST TRACKING

PRODUCT SUPPORT

THREAT SUPPORT

- » Threat Services Request
- » Threat Info & Research
- » Threat Tools
- » URL Reclassification
- » SPAM Submission
- » Threat General Inquiry

TREND RESOURCES

ACCOUNT MANAGEMENT

Enter URL to check a website

www.facebook.com

Or

upload a plain text file with up-to 20 URLs. One on each line.

URL	Current Safety Rating (?)	Current Classification (?)	New Rating	New Classification
www.facebook.com	Safe	Social Networking	<input type="text"/>	Please select new classification

New Open Case Summary

- If you detect a suspicious URL, you can submit it to verify its safeness and categorization.

Tipo de Solicitud Crear un Caso Enviar un archivo para análisis de amenazas Change Control

Categoría del Problema

Paso 1: Verificar la Evaluación y Calificación actual

URL:

Show Rating & Classification Title

Paso 2: Revisar y Asignar Nuevas Evaluaciones y Clasificaciones

URL	CURRENT EVALUATION AND RATING	NEW EVALUATION	NEW RATING
www.bonito.mx	<input checked="" type="checkbox"/> Evaluation <input type="checkbox"/> Safe	<input type="text" value="Default Value Classification"/>	<input type="text" value="SAFE"/>

Case Urgency Bajo Medio Alta Crítica

Email(s) para copiar

- **SPAM Submission:** You can submit undetected SPAM samples through this section.



Tipo de Solicitud Crear un Caso Enviar un archivo para análisis de amenazas Change Control

Categoría del Problema

Asunto

Descripción

Attachment(s) **Email File**

Case Urgency Bajo Medio Alta Crítica

Email(s) para copiar

- **SPAM False Positive:** You can submit undetected SPAM samples through this section.

Tipo de Solicitud Crear un Caso Enviar un archivo para análisis de amenazas Change Control

Categoría del Problema

Asunto

Descripción

Attachment(s) **Email File**

Case Urgency Bajo Medio Alta Crítica

Email(s) para copiar

4. Service Level Objectives.

Service Level Objectives (SLO's) avoid disputes between two parties based on misunderstanding. Trend Micro is committed to deliver Support services in the time specified in the following link

https://www.trendmicro.de/cloud-content/us/pdfs/trend_micro_problem_severity_definitions.pdf?cm_mmc=VURL: www.trendmicro.com -/VURL- -/severitydefinitions/index.html- -vanity .

Service Level Objective means the time to expect an answer (not solution) from CSE (Customer Service Engineer), depending on the root cause the final solution cycle time may vary.

5. Service Request handling and follow-up guidelines for Support (Product and Malware).

To provide better service for the customer, any submitted Service Request must follow-up some handling guidelines as mentioned below.

5.1 Service Request Update.

Service Request Priority is defined automatically according to the problem type selected when submitting a Service Request as shown in previous SLO's tables, this priority establish an update commitment between Partner and Trend Micro as shown below:

Partner / Trend Micro Update Commitment Time	
Severity	Update Time
Severity 1	Immediately
Severity 2	2 times per Day
Severity 3	Daily
Severity 4	2 business day



IMPORTANT: If a Service Request has no update for 5 working days (2-2-1) the Service Request will be force closed (Refer to Force Close section)

5.2 "P1" Severity 1-Priority Service Request.

The P1 is a special Priority category where a Crash, Hang, Blue Screen or General Protection Fault is assigned to the most urgent "Business Critical" Service Request, that could have a significant impact on Trend or the customer business value.

This kind of Service Requests require email approval of the Regional Support Director or higher in order to proceed.

P1 Service Requests requires a special commitment between Customer, Partner and Trend (if not possible Trend consider that P1 status of a Service Request is irrelevant)

- Partner should have an assigned engineer onsite 24x7 with access to the involved infrastructure any time (we should need rebooting or access to change management, in cases where the partner has no complete access to the infrastructure we should also need customer engineers involved) Trend can assign an onsite resource if needed.
- Maximize effort during the straight hours of P1
- If Service Request cannot be resolved, SEG is only working on straight hours until the Analysis Report is produced

IMPORTANT: P1 Priority only proceed if you have the email approval of the Regional Support Director or higher.



5.3 Service Request Reopening.

If after closing a Service Request you are still experiencing similar issues, you need to open a new Service Request making reference to the previous one (original issue Service Request Number) in the description section.

Trend Micro is going to reopen a Service Request ONLY if the following statements happens:

- The exact same issue occurs again...
- The issue occurs in the same machine that before...
- The issue is presented within the next 10 days after the Service Request was closed.

If **ANY** of this criteria is **NOT** fulfilled, you need to open a new Service Request making reference to the previous as mentioned before.

IMPORTANT: Forced Closed (Abandoned) Service Requests will not be reopened.

5.4 Remote Session Requests.

Remote Session service is a tool that CSE used to collect information, apply suggested solutions, analyze the behavior of an issue on the production environment, etc.,

Every remote session must be scheduled with a specific agenda; this agenda will never contain "SOLVE A PROBLEM", (this could be a consequence). If there is no scheduled agenda there is no way to arrange a remote session.

Remote sessions can be scheduled when:

- CSEs request: If CSE consider it necessary, they are going to ask it by PSC communication.
- Partner considers a remote session necessary: This request should be done through Escalation Manager process, explaining the details and reasons why this session is needed, this request is going to be evaluated by Trend Micro, if agreed you will receive the agenda according to Trend Micro schedule.
- Partner can claim for a remote session through Escalation Manager if CSE delivered 3 tested solutions before and the problem persist.

5.5 Service Request Closing.

To close a Service Request it is required that the partner provide an update indicating the reason why the service request is being closed, this is important for case resolution analysis.

Example:

- Solution delivered was successful.
- Customer cannot apply solution.
- The issue no longer appears.
- The product was reinstalled.



5.6 Force Closing (2-2-1).

A Service Request will be Force Closed when CSE didn't receive any update by PSC as following:

- If Partner didn't update the Service Request after 2 days (first Warning will be sent)
- If Partner didn't update the Service Request after 2 more days (second warning will be sent)
- If Partner didn't update the Service Request after 1 more day (a third and last Warning will be sent and the Service Request will be Forced Closed and Tagged as abandoned within the next 24 hours)

5.7 Incidents.

An incident is any submitted Service Request that can be solved by any existing documentation such as:

- Readme file
- Installation guide
- Administrator's guide
- Administrator track
- Support track
- Best practices
- Knowledgebase
- Hotfixes
- Patches & Service Packs
- TOIs
- Remote sessions

5.8 Service Request Priorization (Escalation Manager).

In some specific situation a Service Request may need higher priority or special attention (Refer to Product Service Request SLO's table)

As an example Escalation Manager Process should be executed when:

- Situation is or has turned into Business Critical.
- Some business deal should be is at risk because a specific unsolved issue.
- Customer's business operation is at risk.
- Customer is strongly dissatisfied, disappointed or angry.
- Service Request age has many days without reaching a solution.
- Malware Infection.
 - Outbreak of above 50 machines infected.
 - Critical machine within customer's infrastructure is infected.

Reopening a closed Service Request is needed

Support Tools and Process are not useful for any particular situation.

In order to use Escalation Manager Process you should follow-up some simple steps:


1. You should have a Service Request valid number.
2. You need to fill out the Escalation Manager submission form (table below) and paste it in the body of email.
- 3.
4. Select the correct tab (Product or Malware)
5. Complete all the fields with relevant information, explain as much as you can why are you requesting the escalation.
6. Send this excel file to pse@trendmicro.com

IMPORTANT::The escalation should be analyzed and can be rejected according PSE Team criteria.

Escalation Form:



ESCALATION MANAGER Template V6

SR ID	
Product Information	
About client	
Client name	
Client country	
Client contact name	If applicable
Client email	If applicable
Client telephone	If applicable
Number of Users	
About partner	
Partner name	
Partner contact name	
Partner email	
Partner telephone	
About case	
Reason for Escalation / Business Impact	
P1: Issues where major Trend Micro product or service components are rendered inoperable. Critical impact to business operations. No workaround available. Around-the-clock Customer and Trend Micro commitment to address the incident.	
P2: Major Trend Micro software performance or service operation components severely impaired or degraded. Significant impact to business operations.	
P3: Major Trend Micro software or service function impaired but operational. Minor Trend Micro product or service component function not working as documented. Medium to low business impact. Workaround available.	
P4: Cosmetic Trend Micro impairment or request for enhancement feature. Little or no business impact. No immediate resolution required. Request for general information or questions.	
Brief history of what has been provided or done before escalating this case	
Current Case Priority	(P1, P2, P3, P4)
Date submitted to Support	mm/dd/yy
Case age	
Number of Users	
Status	(In Process, Customer Update, Waiting for In

Business Operation Hours and Contacts Information.

5.9 Normal Business Operation Support Hours.

LTSC is the Latin America Technical Support Center that will handle all Product support Service Requests

Normal Business hours is Monday to Friday, from 9:00am to 6:00pm official local time for Latin America countries. (GMT -6)

If support for an OPEN Product Service Request is required during Off-Business Hours (ie. maintenance window), it is needed that the partner makes the specific request during Normal Business Operation Support Hours through PSC, this will cause an ENDORSEMENT to 24x7 Support Team (previously evaluated by CSE).

P2 and P1 Service Requests are always endorsed to 24x7 team Off-Business Operation Support Hours.



5.10 Off-Business Operation Support Hours.

Only NEW ESCALATED and ENDORSED High Priority (P1) Product Service Requests will be handled by TrendLabs 24x7 Support Team during Off-Business hours

If support for an OPEN Product Service Request is required during Off-Business Hours (ie. maintenance window), it is needed that the partner makes the specific request during Normal Business Operation Support Hours through PSC, this will cause an ENDORSEMENT to 24x7 Support Team.

P1 and P1 Service Requests are always endorsed to 24x7 team Off-Business Operation Support ours

If a Service Request became critical during Off-Business Operation Support Hours you need to call Dispatch Center or LTSC Team Manager for 24x7 endorsement.

Medium and Low priority (P2-P4) Product Service Request will be handled during Normal Business Operation Support Hours as described by Service Level Objectives Section.

5.11 Contact Information.

You can contact the Dispatch Center by phone asking for Latin America Team, Dispatch Center or the person you want to speak to at the following numbers:

Dispatch Center (US)
0800 591 6048

Team Manager contacts:

[Redacted]	
Escalation Contact	pse@trendmicro.com



6. Important reference URLs.

PORTAL	URL	DESCRIPTION
Trend Community	http://community.trendmicro.com :	Trend Micro and LAR Partner Community
Learning and Certifications Portal	https://community-trendmicro.force.com/Partner	Sales and Administrator Track training courses, materials and certification exams
Download Center	http://downloadcenter.trendmicro.com	All Products Installation files, Service Packs and Patches
Public Knowledge Base	http://esupport.trendmicro.com	Get Support for Small Business & Enterprise Products
Threat Encyclopedia	http://threatinfo.trendmicro.com	Latest information on malware
Trend Blog References	http://blog.trendmicro.com/	List of Trend Micro blogs
Security Intelligence Blog	http://blog.trendmicro.com/trendlabs-security-intelligence/	Threat News and Information Direct from the Experts
Consumerization Blog	http://consumerization.trendmicro.com/	Consumerization of enterprise information technology news
Cloud Security Blog	http://cloud.trendmicro.com/	Cloud computing security issues
Fearless Web Blog	http://fearlessweb.trendmicro.com/	Latest "Best Practices" for staying safe when you go online
Simply Security Blog	http://www.simplysecurity.com/	News, views and opinions on all things security
Counter Measures Blog	http://countermeasures.trendmicro.eu/	Rick Ferguson talks about threat security issues



TO Insights Blog	http://ctoinsights.trendmicro.com/	Reimund Genes talks about threat security issues
Public Online Malware Scanner	http://housecall.trendmicro.com	Free Online Trend Micro Scanner
Mail Abuse	http://www.mail-abuse.com	ERS: Email Reputation Service Query Portal
WRS	http://global.sitesafety.trendmicro.com	Web Reputation Service Query Portal
Documentation	http://docs.trendmicro.com	Trend Micro Online Documentation
Trend Edge	http://trendedge.trendmicro.com	Innovative techniques, tools and best practices for Trend Micro products
SPN Support	http://spnsupport.trendmicro.com/	ATTK Download
Analyze That	http://analyzethat.trendmicro.com/	Trend Micro File Analyzer



7. APPENDIX A – Education.

Trend Micro’s Online Education is inside Partner Portal, it provides you with access to many courses and exams to help you stay on the cutting edge of data and network security. The portal contains many online eLearning courses, live classroom training courses, webcast training sessions and Trend Micro’s Security Education Program Certifications.

Trend Micro’s Learning Management Portal provides the ability to:

- Review all available training courses from a central location
- Register for online courses, certification exams and classes
- Manage your training transcript
- Manage your Trend Micro certifications

How to obtain an Education account

1. Access to Partner Portal <https://community-trendmicro.force.com/Partner>
2. Click on “Education→ Training and Certifications”



TREND MICRO Partner Portal

Menú: Ventas | Programa de Canales | Marketing | Capacitación | Soporte | Contacto

Soporte > Soporte Post-Venta

Soporte de Post-venta

Administración de Casos del Canal

Registrar y administrar casos de soporte online

- Crear un caso de soporte
- Administrar mis casos
- Administrar mis perfiles de producto
- Guía de usuario para administración de casos de soporte

Acceso a Soporte Técnico

Se requiere de su PIN de 5 dígitos para acceder a soporte técnico. Este PIN está disponible en su "Perfil de la Empresa" y se identifica como el PIN de Soporte Técnico. El PIN es confidencial y es para el uso exclusivo de nuestros partners. No se puede compartir con clientes o personas ajenas a su empresa.

Para garantizar una correcta gestión de su caso, por favor tenga la siguiente información disponible para compartir con nuestro equipo de soporte:

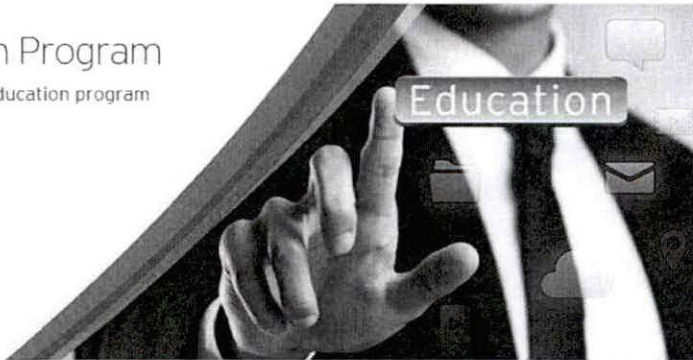
1. El # de Solicitud de Servicio para casos existentes.
2. Para los nuevos casos:



Trend Micro Education Program

Trend Micro is rolling out an improved education program structure.

[DETAILS »](#)



GETTING STARTED

- > Getting Started with the Education Portal Home Page
- > Getting Started with Trend Micro Certification



WHAT'S NEW

- > Sales Training: AWS Primer - Everything you need to know about AWS
- > Sales Training: Securing Deployments on AWS with Trend Micro
- > Trend Micro Sales Training for Deep Security



MOST POPULAR

- > Trend Micro Sales Training for Deep Discovery
- > Trend Micro Technical Sales Training for Deep Discovery
- > Trend Micro Technical Sales Training for Deep Security

Once you have your account created you first need to pass Foundation Certification Course and exam according to Global Trend Micro Education Program

Education



Trend Micro Certified Expert

Trend Micro Certified Professional

Certification courses provide technical professionals with the in-depth technical knowledge needed to install, deploy, and manage a solution.



Trend Micro Technical Sales Training

Trend Micro Sales Training

Training courses provide foundational knowledge on our solutions and value propositions.



8. APPENDIX B – Case Diagnostic Tool.

You can use the [Case Diagnostic Tool](#) to automatically collect logs and details about the product and Operating System but be aware that not all information required is collected by CDT.

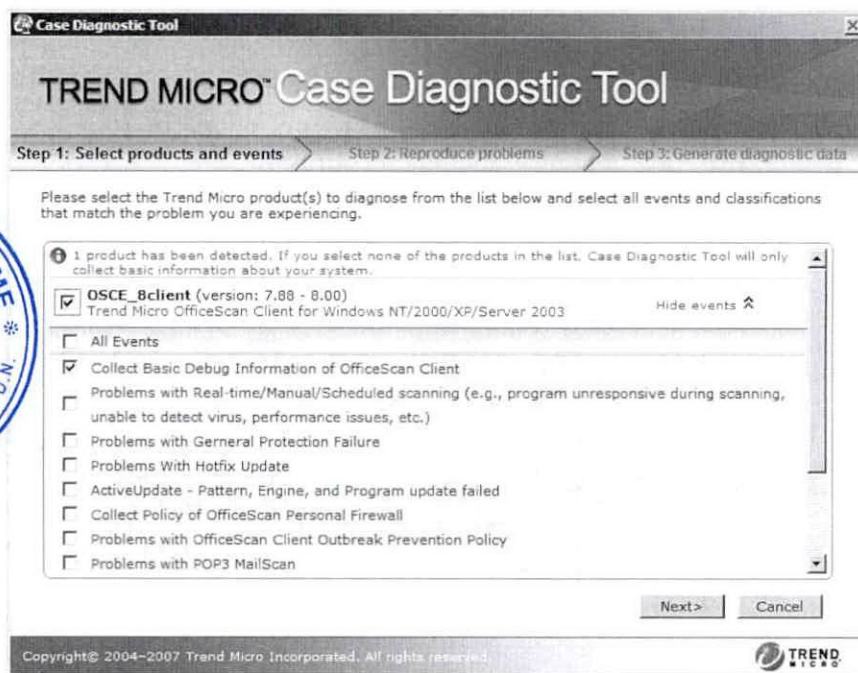
Read the [Case Diagnostic Tool](#) Getting Started Guide to learn how to better use it.

It's extremely important when running Case Diagnostic Tool that the issue is replicated when the tool is running, otherwise the needed information is not going to be collected and the logs are not going to be useful.

When submitting a Service Request is extremely important that you define the exact problem and you attach the Case Diagnostic Tool information indicating the moment where the problem occur.

IMPORTANT: If the issue was not replicated while collecting the logs, the information submitted will probably be not useful to us and it will be requested to collect it again.

File Splitting must be used when using FTP sites other than the Trend Micro Global FTP External service.



9. Glossary of Terms.

- **LTSC:** Latin America Technical Support Center.
- **CSE:** Philippines Technical Account Manager (Support Team)
- **CORE:** Support Product Specialists.
- **SEG:** Software Engineering Group.
- **Regional Technical Contact:** Technical support contact inside your region.
- **PSC:** Premium Services Connection.
- **SR:** Service Request.
- **P1, P3, P3: Service Request Priorities:** P1 is the Highest Priority, P4 is the Lowest Priority.
- **P1:** Special Priority category for urgent “Business Critical” Service Request.
- **EM:** Escalation Manager.
- **Information Portal:** Online system where Technical information is available for Latin America Partners like Product Best Practices, Hotfixes, Submission Checklist, etc.
- **CDT:** Case Diagnostic Tool.
- **ATTK Tool:** Anti-Threat Took Kit.
- **Patch:** Piece of software designed to fix problems.
- **Service Pack:** Collection of updates, fixes or enhancements for a software program delivered as a single installable package.
- **KB:** Knowledgebase.
- **SLO:** Service Level Objective.
- **SH:** Straight Hours.
- **WD:** Working Day.



Trend Micro Global Severity Level Definitions and Target Initial Response Times



As of January 1, 2019

Trend Micro will make a commercially reasonable effort to ensure that its technical staff promptly answer Customer's calls, respond to Customer's questions, and correct software/service deficiencies according to the severity definitions and target initial response times identified in the table below:

Incident Severity	Basic Description of Incident Severity	Target Initial Response <i>Standard Support</i>	Target Initial Response <i>Premium Support</i>	Additional Notes
Severity 1 CRITICAL	<ul style="list-style-type: none"> Issues where major Trend Micro product or service components are rendered inoperable. Critical impact to business operations. No workaround available. Around-the-clock Customer and Trend Micro commitment to address the incident. 	<ul style="list-style-type: none"> Within 1 hour 	<ul style="list-style-type: none"> Within 30 minutes 	<ul style="list-style-type: none"> Incident may be submitted online, but must be followed-up immediately with a telephone call for urgent assistance in order to qualify as a Severity 1. If Customer does not assign (or otherwise make available) an around-the-clock resource to engage with Trend Micro during the troubleshooting phase, the case will automatically be reclassified as a Severity 2 until such time as the necessary Customer resource will be available.
Severity 2 HIGH	<ul style="list-style-type: none"> Major Trend Micro software performance or service operation components severely impaired or degraded. Significant impact to business operations. 	<ul style="list-style-type: none"> Within 4 Trend Micro local business hours 	<ul style="list-style-type: none"> Within 2 Trend Micro local business hours 	<ul style="list-style-type: none"> May be submitted online or via telephone. Support personnel are working full time on incident during local business hours.
Severity 3 MEDIUM	<ul style="list-style-type: none"> Major Trend Micro software or service function impaired but operational. Minor Trend Micro product or service component function not working as documented. Medium to low business impact. Workaround available. 	<ul style="list-style-type: none"> Within 1 Trend Micro local business day 	<ul style="list-style-type: none"> Within 4 Trend Micro local business hours 	<ul style="list-style-type: none"> May be submitted online or via telephone.
Severity 4 LOW	<ul style="list-style-type: none"> Cosmetic Trend Micro impairment or request for enhancement feature. Little or no business impact. No immediate resolution required. Request for general information or questions. 	<ul style="list-style-type: none"> Within 2 Trend Micro local business days 	<ul style="list-style-type: none"> Within 1 Trend Micro local business day 	<ul style="list-style-type: none"> May be submitted online or via telephone. Feature requests General questions

While each Customer will have input into the determination of the appropriate Severity level of each incident, the final determination shall be made solely by Trend Micro.

Please note that these are non-binding service level targets, and while reasonable efforts will be made to achieve these targets, failure to do so is not considered a material breach of any agreement, nor can Trend Micro be held liable, financially or otherwise, on missed targets.



Diciembre 05, 2012

Poder Judicial

Aprovechamos para enviarles un cordial saludo y agradecerles la preferencia que han tenido con nuestros productos y servicios.

Deseamos comunicarles que IT GES, es un canal de distribución debidamente autorizado, con categoría Bronce y por tanto está autorizado para la venta de nuestros productos y servicios.

De esta forma Trend Micro confirma que IT GES tiene el proyecto aprobado para el proceso de Licitación de la renovación de 5100 licencias Smart Protección Complete.

Atentamente,

Trend Micro Latinoamérica, S.A. de C.V.
Elizabeth Jacobo García
Representante legal



1. Formulario de Presentación de Oferta Económica.



OFERTA ECONÓMICA

NOMBRE DEL OFERENTE: IT GLOBAL ENTERPRISE SERVICES

Item No.	Descripción del Bien, Servicio u Obra	Unidad de medida ¹	Cantidad ²	Precio Unitario	ITBIS	Precio Unitario Final
1	Trend Micro Smart Protection Complete Normal 5.001-10.000 Users – New	CTNN0079	5100	7,918,142.25	1,425,265.61	9,343,407.86
2	Configuración de las Licencias	Configuración	5100	0.00	0.00	0.00
3	Soporte Local 8x5 (Lun-Vie) 40 horas al año	Soporte	40 hrs	211,600	38,088.00	249,688.00

VALOR TOTAL DE LA OFERTA: RDS\$9,593,095.86

Valor total de la oferta en letras: Nueve Millones Quinientos Noventa y Tres Mil Noventa y Cinco con 86/100 Pesos Dominicanos.

Richard Onaxis Encarnación Fernández en calidad de **Representante Legal y Presidente**, debidamente autorizado para actuar en nombre y representación de **IT GLOBAL ENTERPRISE SERVICES, INC.**

Firma



09/12/2019



¹Si aplica.

²Si aplica.



2. Garantía de la Seriedad de la Oferta. Garantía de Fianza de Mantenimiento



09 de diciembre del 2019



Señores:

Consejo del Poder Judicial

RNC 401-03676-2

Santo Domingo, D.N., República Dominicana.

GARANTIA DE FIEL CUMPLIMIENTO REF. No.: G058237

Estimados Señores:

A requerimiento de los señores: **IT Global Enterprise Services INC., RNC 130-82667-6** (en lo sucesivo denominado "El Contratista,"), nosotros, **Banco Popular Dominicano, S.A., Banco Múltiple**, emitimos una garantía bancaria a primer requerimiento a favor de ustedes, el **Consejo del Poder Judicial, RNC 401-03676-2** (en lo sucesivo denominado "El Contratante") para garantizar el fiel cumplimiento, correspondiente a la "**renovación de licencias Trend Micro para la Solución de Protección de Puntos Finales de las Distintas Dependencias del Consejo del Poder Judicial**" (En lo sucesivo denominado "El Contrato") según proceso Ref. No.: **PEEX-CPJ-002-2019**.

El contratante ha estipulado en dicho contrato que el contratista le suministrará una garantía bancaria a primer requerimiento de fiel cumplimiento por la suma especificada en el contrato como garantía de que el contratista cumplirá las obligaciones que le impone el contrato, y

POR TANTO, por el presente instrumento nosotros garantes responsables ante ustedes, en nombre del contratista por un monto máximo de **RDS97,000.00 (Noventa y siete mil pesos dominicanos con 00/100)** y nos obligamos a pagar a ustedes, contra su primera solicitud escrita en que conste que el contratista no ha cumplido lo dispuesto en el contrato e indicando las razones de dicho incumplimiento. Toda suma o sumas que no excedan de los límites de **RDS97,000.00 (Noventa y siete mil pesos dominicanos con 00/100)**.

La fecha de vencimiento de esta garantía es hasta el **13 de abril 2020** y cualquier requerimiento de pago bajo esta garantía deberá ser presentado a esta institución antes o a más tardar el **13 de abril 2020**.

Esta garantía se emite sujeta a las reglas URDG 758 "Reglas Uniformes Relativas a las Garantías a Primer Requerimiento" (Publicación de la Cámara de Comercio Internacional revisión año 2010), y se registrará e interpretará de conformidad con las leyes de la República Dominicana. En caso de conflictos entre las leyes de República Dominicana y las disposiciones del URDG 758, las disposiciones de la URDG prevalecerán.

Atentamente,

10476

10476

RDS97,000.00 (Noventa y siete mil pesos dominicanos con 00/100)