



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	<p>Trend Micro Smart Protection Complete Normal 5.001-10.000 Users – New. Licencias validas por (1) año a partir de la entrega e implementación de las mismas:</p> <p>Dentro del licenciamiento adquirido se contempla lo siguiente:</p> <p>Soluciones On-premises:</p> <ul style="list-style-type: none"> • Control Manager • Endpoint Encryption • IM Security • Mobile Security • OfficeScan y programas de complemento Prevención de pérdida de datos (DLP) • Security for Mac • Compatibilidad con Virtual Desktop • Portal Protect for SharePoint • Scan Mail for Microsoft Exchange • Vulnerability Protection • Endpoint Application Control • Trend Micro Cloud App Security <p>Soluciones en la Nube (SaaS)</p> <ul style="list-style-type: none"> • Hosted Email Security • Worry-Free Business Security Services • Trend Micro InterScan Web Security as a Service <p>Productos de aplicación virtual</p> <ul style="list-style-type: none"> • InterScan Messaging Security Virtual Appliance • InterScan Web Security Virtual Appliance • Email Encryption for InterScan MessagingHosted Security 	CTNN0079	5100	7,918,142.25	1,425,265.61	9,343,407.86

¹Si aplica.

²Si aplica.





2	Configuración de las Licencias Smart Protection Complete	Configuración	5100	0.00	0.00	0.00
3	Soporte Local 8x5 (Lun-Vie) 40 horas por un (1) 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



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: Carta de Acceso directo sin la dependencia del proveedor local
Fecha: 18 de Diciembre del 2019.

Por medio de la presente, se da constancia que el Consejo del Poder Judicial podrá acceder al portal de cliente directamente en el siguiente link:
<https://tm.login.trendmicro.com>

Una vez, el Consejo del Poder Judicial obtenga las licencias de **Smart Protection Complete** podrá ingresar y abrir casos de soporte, obtener informaciones, sin la intervención de ITGES.


A continuación se brindan la documentación en línea del portal de soporte de Trend Micro donde se indican las diferentes funciones y accesos con los cuales el Consejo del Poder Judicial contará al adquirir las licencias.

Introducción del portal de licenciamiento:

<http://docs.trendmicro.com/en-us/smb/customer-licensing-portal-december-2019/introduction.aspx>

Resumen administración Productos/Servicios con las funciones dentro del portal:

<http://docs.trendmicro.com/en-us/smb/customer-licensing-portal-december-2019/product-service-mana/product-service-over.aspx#GUID-46590C58-4429-45E5-A915-0C44630A7025>


Richard O. Encarnación Fernández
Presidente





Customer Licensing Portal

Su centro de administración en línea
para los productos y servicios Trend Micro.



Más seguro

Active y registre de manera sencilla los productos y servicios de seguridad a partir de la extensa línea de productos Trend Micro.

Más inteligente

Obtenga acceso a todos sus productos y servicios de seguridad Trend Micro desde una ubicación central en línea.

Más sencillo

Inicie sesión una vez para obtener acceso a todos los productos y servicios Trend Micro en el portal.

Iniciar sesión

Cuenta de Trend Micro:

Contraseña:

[¿Olvidó su contraseña?](#)

Recordarme

¿Todavía no tiene una cuenta? [Regístrase ahora](#)

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Home | SMB | Customer Licensing Portal | December 2019 | Introduction

Privacy and Personal Data
Collection Disclosure

• Introduction

**Introducing Trend Micro
Customer Licensing Portal**

Features and Benefits

My Account Information

• Product/Service
Management

• Company and Account
Management

• Technical Support

Introducing Trend Micro Customer Licensing Portal

The Trend Micro™ Customer Licensing Portal™ helps you manage your accounts, customer information, and subscriptions. From the Customer Licensing Portal console, you can directly access the web consoles of your Trend Micro solutions, including Hosted Email Security and Worry-Free Business Security Services.

Parent topic: [Introduction](#)

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- Privacy and Personal Data Collection Disclosure
 - Introduction
 - Introducing Trend Micro Customer Licensing Portal
 - Features and Benefits**
 - My Account Information
- Product/Service Management
- Company and Account Management
- Technical Support

Features and Benefits

Feature	Description
Product/Service management	Customer Licensing Portal allows you add, update, and access all of your Trend Micro offerings from a single location. For more information, see Products/Services Overview .
Account management and Role-based Access Control	You can manage the user accounts for your company and grant different levels of access to specific Trend Micro offerings. For more information, see Account Management .
Two-Factor Authentication	You can enable Two-Factor Authentication to help prevent unauthorized use of your Customer Licensing Portal account. For more information, see My Account Information .

Parent topic: [Introduction](#)



- Privacy and Personal Data Collection Disclosure
 - Introduction
 - Product/Service Management
 - Products/Services Overview**
 - Managing Product/Service Licenses
 - Merging Product/Service Licenses
- Company and Account Management
- Technical Support

Products/Services Overview

The Products/Services screen provides information about your current product/service licenses and allows you to sign in to your consoles (if you have the necessary access permissions). You can also add, renew, and merge product/service licenses.

Trend Micro also provides free trials and information about other products that can help strengthen your existing protection.

The following table outlines the tasks available on the Products/Services screen.

Tasks	Description
Provide Key	Use the Provide Key button to add new products/services or update existing licenses. For more information, see Managing Product/Service Licenses .
Merge Products	If you have multiple Worry-Free Business Security Services licenses, you can use the Merge Products button to combine the licenses which may alter the seat count and/or expiration date. For more information, see Merging Product/Service Licenses .
Start a trial of a new offering	Under your product/service licenses table, Trend Micro provides information about other products/services that may offer enhanced security for your particular network environment. If a trial subscription is available, you can click the Start Free Trial button and select the product/service you would like to evaluate.
View product/service license information	The Products/Services table provides the following information about your existing offerings: <ul style="list-style-type: none"> License status (Normal ●, Expiring soon ●, Expired ●) Product/Service name and Activation Code Number of active licenses License type (Full or Trial) Expiration date
Open a product/service console	In the Action column, click the Open console link to directly access your product/service console.





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Asunto: Soporte del Fabricante 24x7 por un (1) año.
Fecha: 18 de Diciembre del 2019.

Por medio de la presente Trend Micro y IT Global Enterprise Services certifica que, mientras el Consejo del Poder Judicial tenga su contrato de soporte activo, tendrá una disponibilidad de soporte 7x24 por un (1) año, el mismo, que duraran las licencias adquiridas.

Se confirma también, que las respuestas a los casos de soporte luego de ser abierto por el cliente, dependerá de la criticidad del mismo. Las criticidades alta y critica, tienen un tiempo de respuesta de 4 y 1 hora respectivamente. Este tipo de criticidad esta asociada a la interrupción del servicio, degradación del servicio o producto y/o impacto significativo al negocio.

Se adjunta documentación **Soporte Fabricante 24/7** y URL para obtener SLA de Fabrica.

<http://www.trendmicro.com/severitydefinitions>



Richard Encarnación
Presidente



Trend Micro Global Severity Level Definitions and Target Initial Response Times

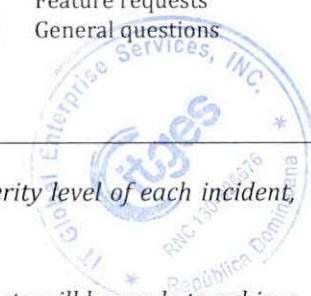
As of January 1, 2019

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.



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

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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.

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

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





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Protección de Puntos Finales de las Distintas Dependencias del Consejo
del Poder Judicial PEEX-CPJ-002-2019.
Asunto: Carta de Certificación Soporte Local 8x5/ 40 horas al año
Fecha: 18 de Diciembre del 2019.

La empresa IT Global Enterprise Services INC., representada legalmente por el señor Richard O. Encarnación Fernández, detallamos y certificamos los detalles de las condiciones de garantía de soporte local de los bienes ofertados.

Soporte Local (40 horas al año) 8x5 de Lunes a Viernes durante un (1) año bajo lo siguientes tiempos de respuesta.

1 Hora contada a partir de la recepción del correo electrónico y/o llamada reportando dicho problema en el horario de 8:30 am a 5:30 pm de Lunes a Viernes.



Richard Encarnación
Presidente



Diciembre 10, 2019

Sres.
Consejo Del Poder Judicial
Presente

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

Deseamos comunicarles que ITGES, 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 ITGES 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

