

## TERMS OF REFERENCE

### SUPPLY, DELIVERY, INSTALLATION, INTEGRATION AND COMMISSIONING OF NETWORK SECURITY FIREWALL WITH SERVICES AND MAINTENANCE

#### I. RATIONALE

News about viruses and ransomware seems to be a daily occurrence. In some cases, systems are breached because of direct attacks on the system or through other means such as via email. When the use of internet started rising and become an everyday need for many businesses and companies, so did the concerns for network security.

Uncontrolled Internet use at work diminishes overall corporate productivity by using organization time as well as wasting bandwidth, slowing the system down, causing unnecessary bottlenecks and exposing the organization to security risks. Firewall can control internet access and screens a particular network or an organization from unwanted communication. Such mechanisms can help prevent outsiders from obtaining private information, changing information or disrupting communication on organizations' internal internet.

The PPP Center aims to upgrade the old firewall (Fortinet 200D) unit acquired to strengthen the cyber security against such attacks and ensure efficient use of ICT resources through the implementation of various firewall functionalities.

#### II. OBJECTIVES:

1. To upgrade the existing hardware component for Virtual Private Network (VPN) needs or High Availability function.
2. To provide critical protection to keep the organization's private network safe from unauthorized access
3. To implement internet access control to ensure productive internet use at work

#### III. TECHNICAL REQUIREMENTS AND SCOPE OF WORK

The minimum and/or equivalent functional requirements, technical specifications, features / characteristics, number and scope of work as follows:

Item No.	Qty	
1	1 lot	Supply, Delivery, Installation, Configuration, Testing and Commissioning of One (1) unit Brand New Firewall Appliance with Services and Maintenance with the following features/functionality and additional requirements
		1.1 The equipment to be offered should be of the same brand and equivalent with or higher model than the PPPC existing Firewall as described in Item 4 below.

		<p>1.2 The equipment to be offered should be integrated in the setup of existing PPPC firewall or High Availability function.</p> <p>1.3 Virtual Private Network (VPN) should be operational on all Virtual Local Area Network (VLAN).</p> <p>1.4 The equipment to be offered should accommodate 150-200 live users</p>
2		Additional Specifications requirements
		<p>2.1 With C13 to C14 Power Cord</p> <p>2.2 With minimum of two transceivers that is compatible to the unit being offered</p> <p>2.3 The unit being offered should be bundled with a license with the same specifications or higher than the PPPC existing firewall.</p>
3		Warranty Services
		Three (3) years on warranty on parts, labor and onsite maintenance support and services as set forth in Section IV of the TOR, Responsibility of the Service Provider.
4		Existing Firewall Specifications for Integration Reference
		<p>4.1 Brand / Model: Fortinet / 201E</p> <p>4.2 Internal Storage: 480GB SSD</p> <p>4.3 Interfaces:</p> <ul style="list-style-type: none"> <li>• Two (2) RJ45 Gigabit</li> <li>• Ethernet (GE) WAN interface</li> <li>• Two (2) RJ45 GE</li> <li>• Management / HA ports</li> <li>• Fourteen (14) RJ45 ports</li> <li>• Four (4) SFP slots</li> <li>• One (1) USB Port</li> </ul> <p>4.4 Bundled with Unified (UTM) Protection (24x7 FortiCare plus Application Control, IPS, AV, Web Filtering and Antispam, FortiSandbox Cloud)</p> <p>4.5 Capacity:</p> <ul style="list-style-type: none"> <li>• Firewall Policies: 10,000</li> <li>• Concurrent SSL-VPN Users: 300</li> </ul> <p>4.6 Performance:</p> <ul style="list-style-type: none"> <li>• Firewall throughput: 20 Gbps</li> <li>• VPN throughput: 225 Mbps</li> <li>• SSL inspection throughput: 820Mbps</li> <li>• Application Control (AVC) throughput: 3.5 Gbps</li> <li>• Threat protection throughput: 1.2gbps</li> <li>• SSL-VPN Throughput: 900mbps</li> </ul> <p>4.7 Form-Factor: Rack-Mounted</p>

#### IV. SCHEDULE OF REQUIREMENTS

Item No.	Description	Delivered, Days/Weeks/Months
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1	<p>Deliver, install, test, integrate, activate all install software (operating system, license etc.), and provide orientation/training for not more than 8 hours to PPPC Technical Staff.</p> <p>Activities:</p> <p>1.1 Conduct burn-in testing 48 hours after complete installation</p> <p>1.2 Submit the following certificates Five (5) days after the delivery of the equipment to PPPC:</p> <p>1.2.1. Certificate of Warranty for all equipment.</p> <p>1.2.2. Certificate of After Sales Local Support.</p> <p>1.2.3. Certificate of replacement for defective items. (if necessary)</p> <p>1.3 Submit the following documents Five (5) days after the complete installation and testing</p> <p>1.3.1. Inventory of all equipment such as serial numbers, accessories, login access, configuration and software installed.</p> <p>1.3.2. Completion Report for basis of payment.</p> <p>1.4 Provide technical assistance in the integration with the current PPP Center setup within seven (7) days after the initial setup (Item 1 to 3 of this section).</p> <p>1.5 Provide orientation / training on new configuration for not more than 8 hours to Technical Staff within three (3) days after the integration.</p>	<p>Within Ninety (90) days upon receipt of Notice to Proceed</p>
2	<p>Provide any materials/peripherals to integrate the new equipment to the existing PPP Center setup</p>	

**V. QUALIFICATION REQUIREMENTS OF THE SERVICE PROVIDER**

Item No.	Qualifications
Qualification Documents should be included in the bid submission	
1	The Service Provider should be an established ICT equipment supplier, integrator, Network security solution, support and services company for at least five (5) years and has the capacity and ability to

	provide repair and maintenance support services and technical advisory for the period required.  (Company Profile and SEC or DTI Certification)
2	Must be an Authorized Distributor, Reseller, Partner or Dealer of the Original Equipment Manufacturer  Attached corresponding Certificates as part of attachment to this Conformed Technical Specifications)
3	Must have at least One (1) Manufacturer certified engineer or equivalent to conduct security solutions (Curriculum Vitae of Engineer as part of this Technical Specifications)
4	Must have at least one of these certifications e.g. CCNA, CCNP, CompTIA Network+, etc.  Corresponding Certificates
5	Bidders should submit copies of Certificate of Completion from at least One (1) client for the last five (5) years for network maintenance, support and services or ICT equipment integration or Network security solution.

## VI. RESPONSIBILITIES OF THE SERVICE PROVIDER

Item No.	Responsibility
1	Ensure safety of the systems and personnel during the conduct of firewall implementation
2	Provide the necessary tools/equipment/materials/trainings to the qualified engineers during the conduct of firewall implementation;
3	Coordinate with MISD any activities such as testing, shutdown, integration, transfer, migration, decommissioning/commissioning among others during the implementation period to avoid disruption within PPP Center and other offices. Those major activities to be conducted must be accompanied with a work plan, to be submitted prior to such activity.
4	Set schedule and notify PPP Center in advance of all activities to be conducted i.e. shutdown, upgrade, update, integration that may cause interruptions;
5	Integrate the unit to the PPPC network, setup VPN operations on all VLAN or High Availability function. Same firewall policies will be applied (e. g. Web filtering, Antivirus, Application Control, etc.)
6	Replace delivered unit in full if found defective without additional cost to PPP Center within fifteen (15) days after the unit has found defective under the warranty period.
7	Replace the delivered unit with identical brand and model, and any parts of the equipment under the warranty contract found to be defective without additional cost to the PPP Center within 3 to 5 working days
8	Provide local single point of contact for 8x5 call and onsite technical support/assistance. That will satisfy the following conditions:

	8.1. Within three (3) hours response time for technical problem that requires on-site services 8.2. For problems reported after 4:00 pm, services shall be rendered in the morning starting at 9:00 am of the following business day
9	Any escalation to request for support from the manufacturer will be done by the bidder without additional cost to the PPP Center;
10	Orient/train the PPP Center personnel in the activities/changes in configuration rendered on ICT component listed.
11	Perform software update, upgrade, patches or individual fixes for product defects critically affecting the operation of the Center.
12	Provide report and recommendation in every service conducted.
13	Conduct Knowledge Transfer to the PPP Center IT personnel within three (3) days after the activities in item 4, if any.
14	Shall respond to request for maintenance and services during the warranty period at no cost to PPP Center;  Submit an Accomplishment Report after the implementation activity.
15	Follow any procedures, internal policies, instructions and guidelines by the PPP Center.
16	Issue detailed Project Completion Report.

## VII. RESPONSIBILITIES OF PPP CENTER

1	Report to Service Provider any occurrence of downtime, problems encountered for remedy or problem resolution.
2	Monitors the firewall operation within the period of burn-in testing
3	Manage the existing firewall integrated with the new firewall
4	Allow the service provider to work at the PPPC data center
5	Supervise and assist in the delivery, installation and configuration all components and software
6	Review the report and any documentation submitted by the service provider
7	Issue a certificate of satisfactory service for a completed work rendered within the contract period as basis of payment.

## VIII. CONFIDENTIALITY OF DATA

1	All personnel who will enter the PPP Center premises will be required to sign a Non-Disclosure Agreement (NDA) and filled up the logbook located at the data center
2	All servers, disks, databases, applications, technical specifications, technical and non-technical materials, server inventories, network diagrams, addresses, codes, programs, configurations, setup, licenses, work plans, letters and all other papers and records (in whatever form stored or recorded) pertaining to the services provided to the PPP Center shall be the property of the PPP Center.

**IX. APPROVED BUDGET OF THE CONTRACT**

The Approved Budget of the Contract (ABC) is **Nine Hundred Eighty Thousand Pesos (PhP 980,000.00)** inclusive of all taxes and charges.

**X. PAYMENT SCHEME**

One-time payment upon completion of delivery, installation, integration, submission of close out document and commissioning of all components of the project, subject to submission of the following documents:

1. Certificate of Warranty for all equipment
2. Certificate of After Sales Support
3. Certificate of Replacement for defective items (if necessary)
4. Detailed Project Completion Report
5. Invoice
6. Delivery Receipt

**XI. SERVICE LEVEL AGREEMENT**

The PPP Center shall maintain a Service Level Agreement (SLA) with the Service Provider as to what constitutes acceptable service in quantifiable and measurable terms, with provisions for liquidated damages for non-compliance, as prescribed in Section 68 of RA 9184. The terms and conditions are enumerated below:

<b>CRITERIA</b>	<b>DESCRIPTION</b>	<b>LIQUIDATED DAMAGES</b>
Supply, Delivery, Testing and Commissioning within (60) calendar days	Deliver and provide training within sixty (60) calendar days from receipt of Notice to Proceed.	1/10th of 1% of the total contract price for every day of absence
Technical Support Services	Response time of not more than two (2) hours	1/10th of 1% of the total contract price for every day of delay

**CONFORME:**

\_\_\_\_\_  
Name of Company/Prospective Bidder

By:  
\_\_\_\_\_

Printed Name and Signature of Authorized Representative

Date: \_\_\_\_\_