



REPUBLIC OF THE PHILIPPINES  
**PUBLIC-PRIVATE PARTNERSHIP  
CENTER**

8th Floor, One Cyberpod Centris, EDSA cor. Quezon Ave., Brgy. Pinyahan, Quezon City  
Tel. No. 8709-4146 / 8929-39-71 (Telefax); website: [www.ppp.gov.ph](http://www.ppp.gov.ph)

**REQUEST FOR QUOTATION**

**PROVISION OF ONE (1) YEAR SUBSCRIPTION SERVICE TO UPGRADE THE PPPC NETWORK  
EVENT MONITORING TOOL**

RFQ NO.: **2021-10-044**

October 25, 2021

To All Bidders:

The Public-Private Partnership Center of the Philippines invites eligible bidders to quote their lowest price/s for the item/s listed on the attached Request for Quotation (RFQ) form including the total amount in legible style (preferably typewritten).

The quotation may be submitted **manually** in a sealed envelope labeled with the RFQ number to the PPPCP, BAC Secretariat, c/o Ms. Mildred A. Castillo, of the above address or through electronic mail at **procurement@ppp.gov.ph** on or before 5:00pm of October 30, 2021, subject to the following terms and conditions:

- The electronic submission procedure shall be as follows:
  - Quotations shall be sent through the email account/address indicated above. Quotations addressed to any email account/address other than the one indicated above will be deemed "not submitted" by the bidder and will not be considered by the PPP Center.
  - Bidders shall ensure that the eligibility and technical requirements/documents as well as the price quotation are received at the email account/address indicated above on or before the prescribed deadline. If only the eligibility and technical requirements/documents are received from the bidder on the prescribed deadline, while the price quotation is received beyond the deadline, the submission will not be accepted.
  - Bidders shall avoid sending multiple emails. However, in case of receipt of multiple emails, **ONLY** the latest email containing the eligibility and technical requirements/documents and price quotation received on or before the deadline shall be considered.
- The mode of procurement is Small Value Procurement. Quotation should not exceed the total Approved Budget for the Contract (ABC) for this procurement is Php 850,000.00.
- Quotation must be inclusive of all applicable government taxes and subject to 5% R-VAT and 1% (PO) or 2% (JO) deductions.
- Quotation must be submitted using the attached RFQ form. Supplemental information using your company stationery shall be attached to reflect the complete specification of bid e.g., brand name, model, pictures/ brochures/literature, etc.
- Quotation must be accompanied with the following documents:

√	Valid Mayor's/Business Permit or in its absence, expired Business or Mayor's permit with Official Receipt of renewal application, subject to submission of Business or Mayor's permit after award of contract but before payment;
√	PhilGEPS Certificate of Registration under Platinum Membership or PhilGEPS Registration Number (can be submitted by the bidder as condition to award);
√	Latest Income/Business Tax Returns;
√	Duly notarized Omnibus Sworn Statement (OSS). Unnotarized OSS may be submitted subject to compliance with the submission of duly notarized OSS after award of contract but before payment as provided for under GPPB Resolution No. 09-2020;
√	Certification issued by the Service Provider that it is in IT-related business and has been in operation for the past three (3) years;
√	Certification from the distributor/manufacturer of the integrated solution software being offered that the bidder is an authorized reseller or professional partner of the former;
√	Certification stating the names of at least two (2) Certified Administrators of the integrated monitoring software being offered; and
√	Conformed Terms of Reference (see attached).

√ Award shall be made to the Lowest Calculated and Responsive Quotation or Single Calculated and Responsive Quotation.

√ Bids should be valid for a minimum of one (1) month from deadline of submission of bids.

√ Procured items must be served/provided to PPP Center.

√ Payment shall be made seven (7) working days after receipt of billing statement.

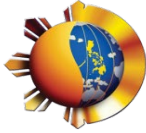
The payment will be through Expanded Modified Direct Payment Scheme (Ex-MDPS) either by direct credit to the winning bidder's bank account maintained at Land Bank of the Philippines (LBP), or bank transfer in non LBP accounts where corresponding bank charges shall be borne/paid by the payee.

In case you do not receive any communication from PPPCP one (1) month from the deadline indicated above, it will mean that the award was not made in your favor. PPPCP reserves the right to accept any or all quotation/bid and to annul bidding process and reject all quotations/bids at any time prior to contract award without thereby incurring any liability to the affected bidder or bidders.

For clarifications, please contact the BAC Secretariat c/o Ms. Mildred A. Castillo in the above address/telephone number or email at [procurement@ppp.gov.ph](mailto:procurement@ppp.gov.ph).

Very truly yours,

  
**MARIA THERESA L. LARANANG**  
 Chairperson, Bids and Awards Committee
 



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**REQUEST FOR QUOTATION**

25 October 2021

Item No.	Qty.	Unit	ITEM/DESCRIPTION	UNIT Price	Total (PhP)
	1	lot	Provision of One (1) Year Subscription Service to Upgrade of the PPPC Network Event Monitoring Tool  See attached Terms of Reference		

(Bidders, Please Provide complete information below)

Farmed-out:	Signature:
Retrieved on:	Name/Designation:
	Name of Company:
	Address:
	Telephone/Fax:
	TIN:

## TERMS OF REFERENCE

### PROVISION OF ONE YEAR SUBSCRIPTION SERVICE TO UPGRADE OF THE PPPC NETWORK EVENT MONITORING TOOL

#### I. RATIONALE

The PPPC network event monitoring tool is one of the prime components in monitoring the internal performance and health of the network and server equipment of PPPC. As time goes by, the system has unresolved vulnerabilities and loopholes that can be exploited in its operations. Also, the alternative work arrangements/work from home makes it troublesome to manage and maintain. It also needs to extend its features to support and monitor the performance of the end-user offsite devices under a single integrated system.

Due to the work-from-home arrangements, an upgrade of the monitoring features is necessary. It will provide virtual support to the offsite end-users and for the IT team to extend its arm to the offsite PPPC devices.

#### II. SCOPE OF WORK

The project involves one (1) year license subscription for an integrated monitoring tool for 100 endpoints. The integrated monitoring tool shall provide innovative monitoring for Network Devices, Servers, Desktops and Laptops with endpoint controls, device management, patch management, software management and capability to add Antivirus, Antimalware, and Ticketing module monitoring and deployment under a single unified management system. Specifically, the procurement shall include the following:

1. Supply, Delivery of the Monitoring license keys for 100 endpoints
2. Installation, Configuration and endpoint deployment (including scripts and policies) to the PPPC server provided.
3. Provide software upgrades and technical expertise support for a period of one (1) year
4. Provide technical training to for not less than two (2) PPPC MISD administrator personnel within the prescribed period.

#### III. APPROVED BUDGET OF THE CONTRACT (ABC)

The ABC is **PhP 850,000.00** (inclusive of all applicable government taxes and services).

#### IV. TECHNICAL REQUIREMENTS

1. Supply the detailed requirement on the integrated monitoring tool solution for 100 endpoints as contained in **Annex A** of this TOR. (Please fill out the **Annex A – Detailed Technical Specifications** of the TOR, to be attached as part of the submission under this Section IV Technical Requirements)
2. Supply, installation, testing and commissioning of the monitoring software subscription of 100 endpoints (workstations, laptops, network devices and servers).

3. The deployment of the offered software shall be on-premise of the PPPC datacenter.
4. The offered software shall have local support within Metro Manila to respond through phone calls or emails in the next business day (8x5) support.
5. Render software maintenance services, updates, upgrades and technical support for a period of one (1) year.

#### **V. DUTIES AND RESPONSIBILITIES OF THE SERVICE PROVIDER**

1. Shall provide the requirements stated under Section IV Technical Requirements of this TOR.
2. Shall conduct software deployment for at least 25% of the required ICT devices (5% will be push deployment 20% will be manually deployed) and the remaining shall be installed by MISD.
3. Shall conduct training for two (2) MISD personnel on the deployment, configuration, maintenance, troubleshooting and administration of the solution being offered. The training shall be included in the solution being offered.
4. Shall complete the delivery, installation, configuration and training of two (2) MISD personnel on or before December 15, 2021.
5. Shall provide certificates or proof for personnel conducting the delivery and implementation following the health protocol against Covid-19 issues.
6. Shall provide certificates or proof of licenses covered in this subscription procurement.

#### **VI. RESPONSIBILITIES OF THE PPPC THROUGH THE MISD**

1. Shall grant the service provider's authorized representative/s access to the office to perform its obligations, provided that such representative/s shall be accompanied by the duly assigned MISD personnel.
2. Shall provide server for the installation of the software solution
3. Shall conduct software deployment for the remaining ICT devices.
4. Shall facilitate documentary requirements for the purpose of the payment in accordance with the conditions set in Section VIII Schedule of Requirements of this TOR.
5. Shall process the gate pass and permits necessary for the delivery and implementation.

#### **VII. ADDITIONAL REQUIREMENTS**

The service provider shall submit as part of requirements proofs of the following:

1. Certification issued by the Service Provider that it is in IT-related business and has been in operation for the past three (3) years.
2. Certification from the distributor/manufacturer of the integrated solution software being offered that the bidder is an authorized reseller or professional partner of the former.
3. Certification stating the names of at least two (2) Certified Administrators of the integrated monitoring software being offered.

**VIII. SCHEDULE OF REQUIREMENTS**

Deliver, install, configure, deploy, test, provide technical training and submit turnover documents on or before December 15, 2021.

**IX. 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.

**X. PAYMENT SCHEME**

Full payment of the contract shall be paid after the issuance of the following documents:

1. Certificate of After Sales Support
2. Billing Statement/Sales Invoice of the Service Provider
3. Certificate of Satisfactory Service issued by PPPC

**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>
Deliver, install, configure, deploy, test, provide training on or before December 15, 2021	Deliver, install, configure, deploy, test, provide training and submit turnover documents on or before December 15, 2021.	1/10th of 1% of the total contract price for every day of absence
Technical Support Services	Resolution time of not more than one (1) day from the receipt of the issue	1/10th of 1% of the total contract price for every day of delay

**CONFORME:**

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Name of Company/Prospective Bidder

By:

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Printed Name and Signature of Authorized Representative

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Date:

## Annex A. Detailed Technical Specifications

		Bidder's Compliance	
REQUIREMENTS		Service Provider's Specifications/ Performance Parameter Offer	Statement of Compliance "Bidders must state here" Comply or Not Comply"
<b>SOFTWARE SOLUTION</b>			
The requirement is to have an integrated monitoring tool that can be deployed onsite and compatible to upscale into an antivirus, antimalware and office 365 backup software management with ticketing as an add on module to the solution.			
The manufacturer of the product being offered should be established for more than 20 years.			
<b>AUTOMATION</b>		<b>AUTOMATION</b>	
Capabilities	Description		
Procedure Creation	Create IT Procedures/Scripts for Windows, Mac and Linux		
Automated Remediation	Automatically distribute procedures via users in the Local Area Network (LAN) and Remote Systems		
	Automatically run procedures triggered by an alert (via Real-time monitoring of critical applications, services, event logs) offering automated remediation of recurring issues		
	Automatically create an email triggered by an alert to document event and secure that it has been attended to		
Scheduling	Schedule procedures to run automatically to a specific machine, group of machines or company-wide.		
Application Deployment	Automatically deploy third party applications		
	Capability to assign software repository for local sourcing of installers		
Policy Enforcement/ Configuration Management	Deploy and enforce system policies, configuration e.g. hide control panel, block USBs via user, groups of users within a LAN or Remote Systems.		



File Distribution	Automatically get and distribute files to and from systems connected locally and remotely		
<b>MONITORING</b>		<b>MONITORING</b>	
<b>Capabilities</b>	<b>Description</b>		
	Provides user define real-time monitoring.		
	-Alerts		
	-Monitor sets		
	-SNMP sets		
	-System Check		
	-Log Monitoring		
	Monitoring of IP via SNMP - network, printers, routers, access points		
	Monitoring changes in the configurations of IT system and provide alerts if a change has need occurred		
	Monitors Databases (SQL, MSSQL, ORACLE)		
	Provides alerts via tickets, email and dashboard		
	Alert on specific file changes and protection violations		
	Know if disk space running low on desktop computers		
	Monitor Desktop computer online/offline status		
	Know if server goes down		
Automated Network Discovery	Automatically discover all devices in the LAN		
	LAN monitoring alerts when new devices are detected		
	View all known and unknown devices		
Dashboard	Offers view of alerts summary per system (computer)		
	Ability to group systems together		
	Customize alerts		
	Offers MRTG Bandwidth consumption		

Network Monitoring	Ability to provide advance monitoring to non-agent devices such as Switches, Firewalls, Routers, etc., as Integrated Module		
<b>INVENTORY AND AUDIT</b>		<b>INVENTORY AND AUDIT</b>	
<b>Capabilities</b>	<b>Description</b>		
	Offers comprehensive audit of each system - hardware, software an systems inventory		
Hardware Inventory	The hardware inventory information includes the following:		
	-Manufacturer		
	- Bus Speed		
	- Maximum memory size and slots		
	- Processor family, maker, maximum speed, current speed		
	- System model		
	- Memory installed, slots		
	- Chassis Type		
	- Onboard device listings		
	- System version		
	- Serial numbers or service tags		
	- Ports (number, type)		
Software Inventory	The software inventory information includes the following:		
	- Application executable name		
	- Version		
	- Product name		
	- File size		
	- Description		
	- Manufacturer		
	- Directory Path		

	- Last modified date		
System Inventory	The system inventory information includes the following:		
	- IP information		
	- DHCP/DNS Server Information		
	- Disk volume information including drive letters, space available and volume labels		
	- PCI and drive hardware information includes models, and user editable notes for each device		
	- CPU and RAM information with specifics on CPU speeds, models, number and RAM installed		
	- Monitors and alerts you for any changes in the configuration of your system via alerts summary dashboard, email and ticket.		
	- Logs hardware, software or system changes		
	- Report on current hardware and software statistics		
	- Ability to append your own fields for customized tracking changes		
	- Centralized Network and Inventory Repository		
	- Supports/Conducts audit procedures to ensure systems are in compliance with standards, e.g. Firewall on/off, AV on/off, Updated AV, etc.		
<b>PATCH MANAGEMENT</b>		<b>PATCH MANAGEMENT</b>	
<b>Capabilities</b>	<b>Description</b>		
Manage Machines	Offers scan machine		
	Patch status		
	Schedule scan		
	Initial and automatic updates		
	Pre/Post Procedure		
	Machine history		

	Support to patch Windows and MAC operating systems		
Manage updates	Ability to machine/patch updates and rollback		
	Deploy agent via GPO		
Patch Policy	Create/ Delete policies		
	Approval by Policy		
	KB override		
	Scan network for installed and missing security patches		
Automatic and recurring patch scans	Detects vulnerability		
	Determines which patches are needed by computer, group or user defined collections of computers:		
	Automates the tedious process of researching.		
Centralized Management of Patches	Does not require multiple patch servers;		
	Ensures that all systems are protected, even remote users on laptops and desktop computers;		
	Allows implementation across entire network, not just servers		
	Always know what patches and security holes reside on each user's system.		
Patch Approval	Approve and deny selected patches; and		
	Select by user defined computer collections.		
Automated Patch Deployment	Schedule by time, computer, group or user defined collections of computers;		
	Simultaneous deploy all required patches across operating systems;		
	Support for Windows 7, 8 and I0 Server 2012, 2012R2, 2016, 2019		
	Single rollout strategy and policy enforcement		

Interactive Patch Management	Select to deploy by patch or by computer		
	Select individual computers, groups or user defined collection of computers		
Flexible Configuration	Patch file location, Patch file parameters		
	Reboot actions and notifications, by computer, group or user defined collections of computers		
	Saves bandwidth, Security and policy control		
Comprehensive Reports	User defined, Graphical with-drill down		
	Scheduled E-mail notification;		
	Export to PDF, HTML and Excel		
<b>REMOTE ACCESS</b>		<b>REMOTE ACCESS</b>	
<b>Capabilities</b>	<b>Description</b>		
	Capability to access remote systems without disturbing the user		
	Access to command prompt		
	Access to event viewer and services		
	Access to audit information		
	Access to registry editor (regedt32.exe)		
	Access to file manager for transferring files to and from the remote system		
	Access to file manager for transferring files to and from the remote system		
	Access to Task manager to see running process and agent resource consumption		
	Automatically and transparently installs needed remote control software components Easy administration of users and policies		

	Access to computers from the network with a standard web browser		
	Access host computers from any web browser		
	Password protected.		
<b>REPORTING</b>		<b>REPORTING</b>	
<b>Capabilities</b>	<b>Description</b>		
	Detailed list, table and graphic style reports; Hardware and software inventory		
	Complete computer changes		
	Disk utilization		
	License usage and compliance		
	Network usage and statistics		
	Server and workstation uptime history		
	Computer Logs and Status		
	Schedule Reports for Automatic Distribution		
	Report for all, groups or specific computers		
	Detailed filtering and content selection		
	Customize own administration environment, report logo and agent icons		
	Immediate viewing with hyperlinks for quick data access		
	Save reports with selected parameters for reuse		
	Saved reports can be designated as private or shared; and Export report data to HTML, Microsoft Word or Excel.		
<b>DIRECTORY SERVICES</b>		<b>DIRECTORY SERVICES</b>	
<b>Capabilities</b>	<b>Description</b>		
	Automatically discovers AD domains that can be synced with the integrated software solution		

	Automatically creates a security hierarchy modeled after an existing domain hierarchy.		
	Automatically keeps synchronized with all domain changes		
	Automatically creates users and staff member records in the software solution based on the creation of users and contacts in the domains		
	Auto-deploys agents to domain computers. Agents are automatically placed in the appropriate machine group relative to the domain hierarchy		
	Resets a domain password or enable/disable a domain user from the integrated software solution		
<b>ADMINISTRATION</b>		<b>ADMINISTRATION</b>	
<b>Capabilities</b>	<b>Description</b>		
Centralized Management	Fully integrated modules in desktop management, monitoring, server management, service desk, IT inventory, etc. Giving Admins an all-in-one IT management Solution		
	Ability to manage, monitor local and remote systems in a single console (without the need for a private connectivity		
	Ability to deploy policies, monitoring definitions to both local and remote systems using a single console		
	Ability to throttle bandwidth consumption used by agents and server to manage bandwidth and network traffic;		
	Ability to group systems;		
	Ability to assign admin users;		
	Ability to assign roles, scope and groups to admin users; Logs activities of Admin users		
	Ability to access Admin system remotely		
<b>SECURITY PLATFORM</b>		<b>SECURITY PLATFORM</b>	
<b>Capabilities</b>	<b>Description</b>		

System Security	Systems and data secure when using as remote-access solution;		
	Protects against man-in-the-middle attacks by encrypting all communications between the agent and server with 256-bit RC4 using a key that rolls every time the server tasks the agent.		
	The system does not need any input ports opened on the managed machines		
<b>SOFTWARE MANAGEMENT</b>		<b>SOFTWARE MANAGEMENT</b>	
<b>Capabilities</b>	<b>Description</b>		
	Detect patch and third-party software vulnerabilities and maintain compliance		
	Ability to keep the devices up-to-date		
<b>COMPATIBLE TO UPSCALE ADD-ONS ON THE INTEGRATED SYSTEM</b>		<b>UPSCALE ADD-ONS</b>	
<b>Capabilities</b>	<b>Description</b>		
Antivirus / Antimalware	Ability to manage, monitor Antivirus and Antimalware Endpoints as Integrated Module		
Office 365 Backup	Ability to Backup and Restore Critical Office 365 and SharePoint Data		