

BIDS AND AWARDS COMMITTEE
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SUPPLEMENTAL / BID BULLETIN No. 2

Project : Procurement of Endpoint Management and Monitoring System
Reference No. : PB-GS-11-2018
ABC : PhP 5,000,000.00
Date : 03 May 2018

This supplemental/bid bulletin is issued to provide information to the prospective proponents/bidders on the following changes to the Bidding Documents:

- I. Technical Specifications (Section VII)** – The Technical Specifications (Section VII) of the Bidding Documents is superseded by ANNEX A of this Supplemental/Bid Bulletin No. 2 after considering inputs from prospective bidders during the pre-bid conference on 02 May 2018.

The Bidding Documents is amended accordingly.

For the information and guidance of all concerned.

(Sgd.)
IMELDA M. PANOLONG
BAC Chairperson

TECHNICAL SPECIFICATION

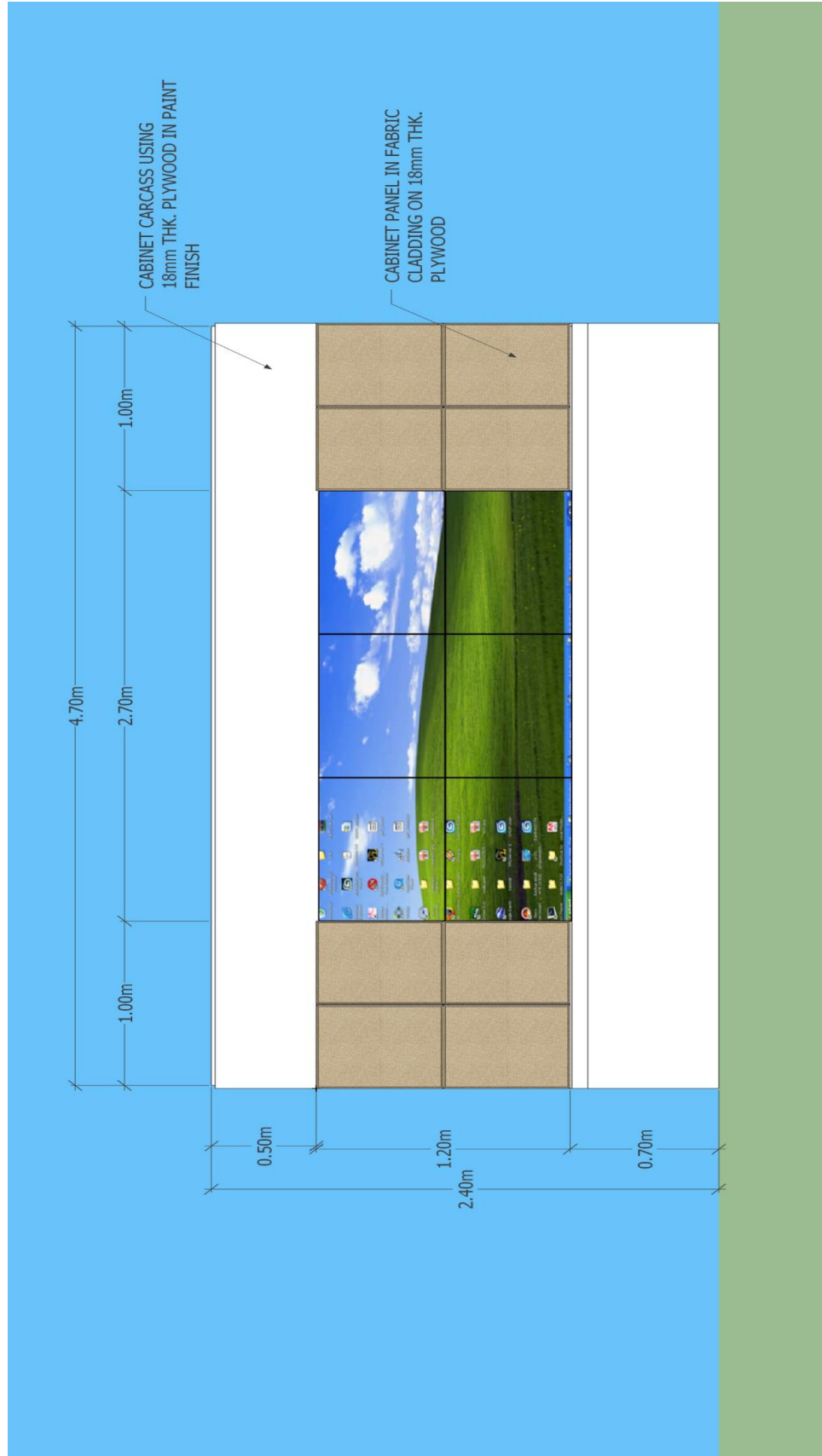
ENDPOINT MANAGEMENT AND MONITORING SYSTEM

I.	BACKGROUND	<ol style="list-style-type: none"> 1. The Department of Foreign Affairs is developing its capabilities in providing robust endpoint management and monitoring to meet the ISO 9001:2015 Quality Management Standards. 2. As the Department’s ICT infrastructure and systems continue to expand, there is a need to efficiently monitor and maintain its ICT resources both in the Home Office as well as in the Foreign Service Posts and Consular Offices. An Endpoint Management and Monitoring System (EMMS) would allow ITCRD to efficiently manage, control and maintain the Department’s ICT resources through remote processes. ICT resources such as servers, desktops, applications and mobile devices will be managed and maintained from a central site. ITCRD can also remotely execute IT management tasks, such as patching, updates and service configurations across the various ICT resources of the Department.
II.	OBJECTIVE	<ol style="list-style-type: none"> 1. The Department requires EMMS to support monitoring, inventory and audit, patch management, software management, remote access support, service management and ticketing, and reporting. 2. To meet this goal of providing a centralized tool for asset management, automated patching, remote access, software management, service management and monitoring, the Department seeks to acquire a comprehensive EMMS.
III.	SCOPE OF WORK	Statement of Compliance
	<p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Provide the Department with an EMMS with the following components: <ul style="list-style-type: none"> ○ One thousand (1,000) endpoint perpetual licenses; ○ One (1) desktop computer that can support six (6) video output; ○ Six (6) at least forty (40) inch monitors; ○ Customized mounting for six (6) at least forty (40) inch monitors (please see attached design); and ○ Necessary equipment, accessories and software connected to the above. 2. Supply, deliver, install and configure the EMMS (1,000 endpoints) to the Department. 3. Supply, deliver, install and configure the desktop computer and six (6) monitors for monitoring. 4. Provide certification training to eight (8) OAMSS-ITCRD personnel on the installation, configuration, management and maintenance of the EMMS. 	

	<ol style="list-style-type: none"> 5. Provide 24x7 technical support, four (4) hours response time and six (6) hours resolution time during the warranty period. 6. Assign a single point of contact to the Department for all technical inquiries/issues. 7. Provide the Department with an original User’s Guide and Technical Manual for the EMMS. 8. Provide after sales services during the duration of the contract. 	
IV.	TECHNICAL SPECIFICATIONS	
	Endpoint Management and Monitoring System Requirements	
	1. EMMS Agent Deployment <ol style="list-style-type: none"> 1. Remotely through IP address; 2. Remotely through Active Directory; and 3. Manual installation. 	
	2. Supported Devices Workstations, Servers Platform supported: <ol style="list-style-type: none"> 1. All Windows versions; 2. All MAC OS; 3. Network Devices; and 4. Virtualized. 	
	3. Procedure Creation and Distribution Create IT Procedures/Scripts for Windows, Mac, and Linux, and automatically distribute procedures via user, groups of users within a Local Area Network and Remote systems.	
	4. Dashboard / Monitoring <ol style="list-style-type: none"> 1. Allows, at the minimum real-time monitoring of managed machine’s services, processes, performance, event logs, etc; 2. Allows monitoring of changes in the configuration of IT system; and 3. Provides alerts if a change has occurred. 	
	5. Inventory and Audit Comprehensive audit of each system – Hardware, Software Inventory.	
	6. Patch Management <ol style="list-style-type: none"> 1. Monitor, scan, install, and verify patches on managed machines. 2. Automates the process of keeping all machines up to date with the latest patches. 3. Can decide how and when updates are applied on a per machine basis. 	
	7. Software Management Provides real-time visibility to the patch status under the system’s complete responsibility, including on-and-off network devices.	

	<p>8. Remote Desktop Connection Access and manage computers from anywhere at near instantaneous connect times; even over high latency networks.</p>	
	<p>9. Reporting Provides custom reports and enables users to customize report templates and report definitions.</p>	
	<p>10. Policy Management Define, manage, apply and enforce DFA-IT policies across multiple groups of machines from a single Web-based dashboard, ensuring distributed machines are secure, in compliance and managed consistently across the organization.</p>	
	<p>11. Warranty One (1) year from the start of deployment of the EMMS.</p>	
V.	CONTRACTOR’S QUALIFICATIONS	
	<p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Have at least three (3) years of experience in supply, delivery, installation, testing and commissioning of EMMS. 2. Be a Certified Partner for the EMMS. 3. Be certified to implement and support the EMMS. 	
VI.	DELIVERY AND PAYMENT	
	<ol style="list-style-type: none"> 1. The Contractor shall turn over to the Department fully operational EMMS within thirty (30) calendar days upon receipt of Notice to Proceed (NTP). 	
	<ol style="list-style-type: none"> 2. Payment shall be made thirty (30) working days upon turn over of a fully operational system and receipt of the invoice with complete requirements through List of Due and Demandable Accounts Payable (LDDAP). The list of documentary requirements needed for payment will be provided by the Office of Financial Management Services-Financial Resource Management Division (OFMS-FRMD) upon signing of the contract. 	

ANNEX A



Note:

Bidder must state compliance to each of the provisions in the Terms of Reference/Technical Specifications, as well as to the Schedule of Requirements. The Statement of Compliance must be signed by the authorized representative of the Bidder, with proof of authority to sign and submit the bid for and in behalf of the Bidder concerned. If the Bidder is a joint venture, the representative must have authority to sign for and in behalf of the partners to the joint venture. All documentary requirements should be submitted on or before the deadline for the submission of bids.

Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of **ITB** Clause 3.1 (a)(ii) and/or **GCC** Clause 2.1 (a)(ii)

Conformé:

[Signature/s]

[Name of the Bidder/ Bidder’s Authorized Representative/s]

[Position]

[Date]