

REQUEST FOR QUOTATION

You are invited by the Development Bank of the Philippines to submit a tender for the **Acquisition of Secure Remote Login and Monitoring Solution**
Approved Budget for the Contract: ₱600,000.00 inclusive of all taxes

1. Please quote your lowest price based on the attached specifications per Terms of Reference.
2. **Submitted quotations must be duly signed by the vendor's representative and must be sent to the BAC Secretariat not later than 04:00 P.M. of 20 September 2021.**
3. All quotations must be inclusive of all taxes and other charges.
4. Kindly refer to the attached Terms of Reference (TOR).

TERMS AND CONDITIONS:

1. All entries must be type written.
2. **All suppliers/vendors are mandated to register with the PhilGEPS and provide a PhilGEPS Registration number as a condition for award of the contract.**
3. Other documentary requirements for each vendor shall be as follows;
 - Mayor's/Business Permit;
 - Business Tax Returns

AND

- (1) For suppliers/vendors whose representatives are the official signatory of the documents/requirements: **please submit a duly notarized Omnibus Sworn Statement**

OR

- (2) For suppliers/vendors who will appoint or designate their duly authorized representative: **please submit the following notarized statements:**

(if the supplier/vendor is a Sole Proprietorship)	(if the supplier/vendor is a Corporation)
Duly notarized Special Power of Attorney	Duly notarized Secretary's Certificate
<u>AND</u>	<u>AND</u>
Duly notarized Omnibus Sworn Statement	Duly notarized Omnibus Sworn Statement

*For inquiries, you may reach the BAC Secretariat on the contact nos. provided below:

DBP Bids and Awards Committee Secretariat
 6/F Operations Sector, DBP Head Office
 Sen. Gil J. Puyat corner Makati Avenues, Makati City
 (+632) 818-9511 to 20 local 2610 or 2606
 email: bacsecretariat@dbp.ph



ACQUISITION OF SECURE REMOTE LOGIN AND MONITORING SOLUTION

TECHNICAL SPECIFICATIONS

I. BACKGROUND

The Remote Support Software will be primarily used by End User Computing and Service Desk to simplify and accelerate IT administration tasks. Technical support can be provided as soon as the IT personnel received the incident/problem by remotely accessing the device and providing initial assessment or if able, resolve the problem/incident.

II. PERIOD COVERAGE

The project shall cover ten (10) user licenses for the annual subscription of the Remote Support Software.

The start of the maintenance and support is upon DBP issuance of Certificate of Acceptance.

III. SOFTWARE REQUIREMENTS

The Remote Support Software must have following features and functionalities:

- Should be compatible with Windows, Linux® and Mac OS®
- Built-in utilities such as chat, file transfer and screenshot capture
- Remote administration capabilities that can do the following:
 - remotely reboot systems, start/stop services and processes, copy/delete files, view & clear event logs
 - remotely manage multiple AD domains, groups, and users. You can remotely unlock user accounts, reset passwords and edit Group Policies – all from a single management console
 - remote access to a host of system tools and TCP utilities (ping, trace route, DNS lookup, FTP, Telnet, etc.) so that you don't have to individually open the control panel and tools in the remote computer to do troubleshooting.
- Built-in exporter tool to easily export AD properties, software information, and system configurations from remote computers in .csv or.xml format
- Support for Intel® vPro® with AMT, Wake-on-LAN, and Kernel-based Virtual Machine (KVM) features. Allows remote access and troubleshoot out-of-band computers
- Supports secure remote connectivity with the help of interactive Smart Card logon and remote Smart Card authentication.

Technical Specification Secure Remote Login and Monitoring Solution

- Supports mobile remote-control functionality which allows to remotely access Windows® computers and servers from iOS® and Android™ devices for on-the-fly remote administration and end-user support.
- Centrally manage users and permissions, control and activate all licenses from a single location, and share global host lists with all users (IT Technical Engineers)
- Supports Active Directory Authentication and Single Sign-On

IV. VENDOR REQUIREMENTS

The vendor should be an authorized reseller/distributor/direct partner of the Manufacturing company of the product being offered.

V. ACCEPTANCE TEST

1. Prior to acceptance and issuance of certification, the vendor shall provide DBP the turn-over documents for the project. The turn-over documents shall include the following:
 - a. Copy of Delivery Receipt
 - b. Warranty Certificate/s or Proof of Entitlement
2. The vendor shall install, configure and conduct system testing.

VI. AFTER SALES SUPPORT

1. The vendor shall provide one (1) year support for any inquiries or problems concerning the application software.
2. Prior to the expiration of the subscription, the vendor shall submit a proposal for its renewal. The contract/ agreement shall be reviewed and approved based on existing guidelines of the Bank.
3. The vendor shall provide 8 x 5 on-site and telephone call support. For onsite support, a response time of within four (4) hours is required. For inquiries or other problems that does not directly/immediately affect operation, the response time shall be within 24-hours and the response shall be made either through e-mail or other means of communication.
4. The vendor shall notify DBP with the software upgrade (firmware) and shall assist DBP in installing/upgrading new releases.

VII. TRAINING

The vendor must provide user's training for at least 10 DBP Technical Engineers at DBP Head Office.

**Technical Specification
Secure Remote Login and Monitoring Solution**

VIII. APPROVED BUDGET

The approved budget for the project is **₱600,000.00**

IX. PAYMENT

Annual payment after issuance of Notice to Proceed (NTP) and Certificate of Acceptance.

DBP issuance of Certificate of Acceptance is upon completion of the following:

- Turn-over of Delivery Receipt and Warranty Certificate/Proof of Entitlement
- Completion of the one (1) day training
- Completion of the software installation, configuration and system testing

X. PERFORMANCE SECURITY

The vendor is required to submit a performance security in any of the following forms and percentages:

Form of Performance Security	Minimum % of Contract Price per year
Cash, cashier's/manager's check issued by a Universal or Commercial Bank	Five percent (5%)
Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a Foreign Bank	
Surety Bond callable upon demand issued by a surety or insurance company together with certificate issued by Insurance Commission certifying the surety or insurance company is authorized to issue such surety bond	Thirty percent (30%)