

REQUEST FOR QUOTATION

You are invited by the Development Bank of the Philippines to submit a tender for Acquisition of Secure Remote Login and Monitoring Solution

SVP-2021-49-A

Approved Budget for the Contract: ₱600,000.00, inclusive of all taxes and other charges.

1. Please quote your lowest price based on the attached specifications;
2. **Submitted quotations must be duly signed by the provider's representative and must be sent to the BAC Secretariat not later than 05:00 P.M. of 11 October 2021;**
3. All quotations must be inclusive of all taxes and other charges; and
4. Kindly refer to the attached Technical Specifications

TERMS AND CONDITIONS:

1. All entries must be type written;
2. **All suppliers/vendors/providers 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;
 - 2021 Mayor's/Business Permit;
 - Omnibus Sworn Statement
 - Income Tax/Business Tax Returns
 - Certificate of Authorized reseller/distributor/direct partner of the Manufacturing company of the Product being offered

(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 and bac-sec@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 features such as chat, screenshot
- capture, file transfer, keyboard and mouse lock, print
- Easy-to-use, in-session chat utility lets you interact with end-users during remote sessions
- Set permissions for accessing remote computers based on user roles in your organization
- Easily import and manage the AD credentials of technician users and enable AD-authenticated single sign-on.
- Support for Intel® vPro® with AMT, Wake-on-LAN, and Kernel-based Virtual Machine (KVM) features. Allow remote access to troubleshoot out-of-band computers
- Supports remote connectivity with the help of interactive Smart Card login and remote Smart Card authentication

Conforme:

Company Name

Name & Signature of Authorized Representative

Designation

Date

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

IV. VENDOR REQUIREMENTS

- The vendor should be an authorized reseller/distributor/direct partner of the Manufacturing company of the product being offered.
- Conformed Technical Specifications duly signed by the vendor's authorized representative

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.

VIII. APPROVED BUDGET

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

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Date

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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%)

XI. Non-Disclosure Condition

The vendor shall strictly adhere to the confidentiality agreement with the Bank. Information about DBP and its operation in this document is considered proprietary and confidential and must be treated as such by the recipients of this TOR. In the same manner, the responses to this Technical Specification which shall be specified as confidential shall not be disclosed to any third party.

1. Each party agrees to hold and maintain confidential all materials and information which shall come into its possession or knowledge in connection with the project or its performance, and not to make use hereof other than for the purpose of this project.
2. After completion of the project, all materials, data, proprietary information and other related documents provided to the winning vendor and which are hereby deemed owned by DBP shall be returned to DBP.

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

3. The winning vendor undertake that it shall make appropriate instructions to its employees who need to have access to such information and materials to satisfy and comply with its confidential obligation as set forth in this Section.
4. This confidentiality obligation shall survive even after the termination of the contract.
5. The winning vendor shall, likewise, oblige the provider to be bound by this confidentiality contract.
6. The winning vendor's breach of this confidentiality provision shall entitle DBP to legal and other equitable remedies including but not limited to the immediate cancellation of the contract and shall entitle DBP for claim for damages and injunctive relief under the circumstances. DBP may also elect to terminate further access by the winning bidder to any data and information.
7. A Non-Disclosure Agreement between DBP and the winning vendor will form part of the contract that outlines confidential material, knowledge, or information that both parties wish to share with one another for certain purposes but wish to restrict access for or by third parties.

XII. Liquidated Damages

In case the vendor is unable to comply with the terms and conditions of the Agreement or fails to satisfactorily deliver the Services on time, inclusive of duly granted time extensions, if any, the Vendor shall, without prejudice to DBP or other remedies under the Agreement and under the applicable law, be liable by way of liquidated damages in the applicable rate of one tenth (1/10) of one (1) percent of the cost of the unperformed portion for every day of delay until actual delivery or performance, which cost of unperformed portion shall be determined based on a computation to be agreed upon by the Parties. Once the amount of liquidated damages reaches ten percent (10%), the Client may rescind or terminate this Agreement, without prejudice to other courses of action and remedies open to it.

XIII. OGCC Review

The parties agree to supplement/amend/restate the agreement, including all its amendments/supplements, to incorporate the comments/revisions, if any, of the Office of the Government Corporate Counsel, with effect from the date of signing thereof.

Conforme:

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Designation

Date