

ANNEX A: TWG RESPONSE TO QUERIES/CLARIFICATIONS

PROJECT: SUPPLY, DELIVERY, INSTALLATION AND CONFIGURATION INTO OPERATIONAL STATE OF WEB CONTENT FILTERING SYSTEM (REPLACEMENT OF THE EXISTING WEB FILTER)

A. ISSUES RAISED DURING THE PRE-BID CONFERENCE

	Query/Clarifications	SSS REPLY
1.	Are Bid Form and Bid Breakdown two (2) different documents? Do we have to submit both documents?	Yes. Yes.
2.	On Tier 1 requirement, some vendors are not classified Tier 1 but have a manufacturer/distributor certification, is it acceptable?	Please refer to B.15.
3.	On item 1.14 of the Technical Specifications of the PBD, a) Do you require a centralized PC workstation for management of log information? b) What is your requirement for log information retention?	a) Yes. b) Please refer to B.10.
4.	On item 1.1 and 1.3 of the Technical Specifications of the PBD, can the following requirements be relaxed/changed as follows: a) Memory – from 64 Gb to 24 Gb b) Ethernet Ports – from At least 6 to at least 5	a) No. We are maintaining the requirement of 64GB memory per appliance. b) No. We maintain the requirement of 6 1G Ethernet ports per appliance.
5.	On SLCC requirement, can it be revised to indicate that similar contract can be “implementation of any information security solution”?	Please refer to B.1
6.	On 1.19 of the Technical Specifications of the PBD, is the analysis engine embedded in the product itself or it must be from a third-party application?	A third-party application is allowed without additional cost to SSS.
7.	What is your existing Web Content Filter solution?	Cisco S370 Web Security Appliance
8.	Do you have available information on the features of the software portion of the solution required?	Yes, please refer to Section VII. Technical Specification of the Bidding Documents.
9.	Do you require a specific type of Project Manager? Is Project Management Training/ Certification needed?	Please refer to B.14

10.	Vendors requested for the extension of the Submission and Opening of Bids	Submission and Opening of Bids is scheduled on 08 February 2019.
11.	Can the requirement for equal distribution of Maintenance Cost be relaxed? Vendors explained that the bulk of the workload usually falls on Year 3 and workloads are minimal on Years 4 to 5.	No.
12.	To be clarified/published thru Bid Bulletin, a) Additional documentary requirements b) Post-Qualification requirements	Noted.

B. TWG RESPONSE TO QUERIES/CLARIFICATIONS

I. TRENDS AND TECHNOLOGIES, INC.

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
1.	<p>1. Page 31 Item 5.4 For this purpose, similar contracts shall refer to projects that includes installation and implementation of Web Content Filtering System or Perimeter Firewall System or combination of both.</p> <p>Question 1.1 As option, can you also consider Intrusion Prevention System (IPS) or combination of Perimeter Firewall and Intrusion Prevention System (IPS)?</p>	<p>For this purpose, similar contracts shall refer to projects that includes installation and implementation of Web Content Filtering System, Perimeter Firewall System, Intrusion Prevention System or any combination thereof.</p> <p>This amends Section III. Bid Data Sheet.</p>
2.	<p>2. Page 53 Item 16.1 A. DURING POST QUALIFICATION</p> <p>The bidder being evaluated must provide reference site or deliver and install the demo hardware and software to the SSS Main Office within the period specified by BAC to enable the TWG to test the following:</p> <ol style="list-style-type: none"> 1. Proposed solution's functionalities and features 2. Compatibility and integration capability with the intended application <p>The cost, if any, of the hardware and the software during the post-qualification shall be to the account of the vendor.</p> <p>Question # 2.1 If we propose same brand with your existing web filtering, will you</p>	<p>2.1 Yes.</p>

	<p><i>still require us to conduct demo?</i></p> <p>Question # 2.2 <i>If yes, can you consider product demo on Virtualization Machine (VM) environment?</i></p> <p>Question # 2.3 <i>For compatibility and integration, are we going to connect to a live environment or only in a test environment?</i></p>	<p>2.2 Yes with bidder provided server.</p> <p>2.3 The demo hardware and software will be connected to a test environment.</p>
3.	<p>3. Page 56 Section VI. Schedule Requirements Item 1 Supply, Delivery, Installation and Configuration into Operational State of Web Content Filtering System and Item 2 Documentation Installation and Operations Manual - Within Sixty (60) calendar days upon receipt of notice to proceed</p> <p>Question #3.1 Our principal / manufacturer standard delivery is 45 days upon ordering and recently they encounter manufacturer material constraints. Likewise, we need at least 30 days to implement the project. With this, kindly extend this supply, delivery and installation deadline to 75 days.</p>	<p>3.1 No.</p>
4.	<p>4. Page 36 29.2 Additional Requirement, Item 3.2.1 Availability of spare parts within the warranty period.</p> <p>Question #4.1 <i>Can this be issued by the bidder?</i></p> <p><i>Likewise, please consider availability replacement or service unit instead of spare parts.</i></p>	<p>4.1 Yes, this can be issued by the bidder.</p> <p>This amends Section III. Bid Data Sheet, ITB Clause 29.2, Item 3.2.1 to</p> <p>3.2.1. From the bidder stating availability of spare parts within the warranty and maintenance period.</p> <p>As regards to your proposal to consider replacement or service unit, we maintain our requirement under item 3.2.1</p>
5.	<p>5. Page 57 item 1.5 "Should be able to support at least 12,000 concurrent users per data center"</p> <p>Question #5.1 What are the internet bandwidth connections of Main office and in DR site?</p> <p>Question #5.2 What is the available bandwidth between Main Office and DR</p>	<p>5.1 The current total Internet bandwidth is 300Mbps for Main Office and 300Mbps for DR site with upgrade to 1.2Gbps on each location for the next 5 years.</p> <p>5.2 The available bandwidth between Main Office and DR site is 550Mbps with</p>

	site that can be used by the internet traffic should failover happens?	upgrade to 1.2Gbps for the next 5 years.
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II. INFOCENTRIC SOLUTIONS INC.

ITEM NO.		QUERIES/CLARIFICATIONS	TWG RESPONSE
6.	PAGE 31-ITB CLAUSE 5.4	<p>The Bidder must have completed, within five (5) years prior to the submission and opening of bids, a single contract that is similar to this Project, equivalent to at least fifty percent (50%) of the ABC.</p> <p>For this purpose, similar contracts shall refer to projects that includes installation and implementation of Web Content Filtering System or Perimeter Firewall System or combination of both.</p> <p>QUERY</p> <p>May we request that the description of the SLCC be Two (2) combined contracts for Information Security Solution? Although we have completed contracts for Firewall and Web Content Filtering, it will not reach the required amount for the SLCC of this project and this will hinder us in joining for this bidding.</p>	No. Please refer to Item B.1 for the amendment of the provision.

III. SECUR LINKS NETWORK AND TECHNOLOGIES, INC.

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
7.	a. Under item 1.1 of the Technical Specification, may we request to lower the memory from 64GB to minimum of 24GB? Our solution is designed with lower memory which can accommodate and support 12,000 concurrent users per data center without compromising its features and functionalities.	a. No. We are maintaining the requirement of 64GB memory per appliance.
8.	b. Under item 1.3 of Technical Specification, may we request to set the minimum Ethernet ports to 5 1G	b. No. We maintain the requirement of 6 1G Ethernet ports per appliance.

	NIC Ethernet ports per appliance instead of 6?	
9.	c. Please specify further on Item 6.2 of Other requirements if we have to submit the certification from third-party of our assigned project manager or you can provide us other options like: the Project Manager must have 5 years or so experience in project management, must be 5 years and above in current IT company, etc.	c. Please refer to B.14

IV. TOTAL INFORMATION MANAGEMENT CORPORATION

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
10.	<p>1. For sizing purposes, please indicate the estimated values of logs rates and retention:</p> <ul style="list-style-type: none"> * Log rate (Gb per day) * Log retention (weeks/months) 	<p>1. For sizing purposes</p> <ul style="list-style-type: none"> * Approximately 1Gb per day * Log retention is six (6) months <p>This amends Section VII. Technical Specification, item 1.14.</p>
11.	<p>2. For term "2 Sets of Web Content Filtering System for Main Office and DR Site" what are the components to be included per location? (e.g. 1 unit of Web Filtering Appliance and 1 unit of Centralized Management Appliance per location.)</p>	<p>2. The two (2) sets of Web Content Filtering System should comply with the requirements under Section VII., Technical Specifications, items 1 -1.30.</p> <p>The Centralized Management Tool may or may not be included in the Web Filtering System.</p> <p>If the Centralized Management Tool is not included in the Web Filtering appliance, the bidder must provide one (1) unit of Management Appliance per location.</p>
12.	<p>3. How is the redundancy across Main Office and DR Site implemented? Is it stand-alone per site or geo-redundancy?</p>	<p>3. The setup will be stand-alone per site.</p>

V. BSS CORPORATION

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
13.	1. Section III. Bid Data Sheet. Item 3.3	1. No. We maintain our requirements.

	<p>3.3 List of Certified Engineers of the following:</p> <ul style="list-style-type: none"> ○ - Two (2) Certified Security Engineer of the proposed brand ○ - Two (2) Certified Network Professional <p>Submit photocopy of valid certification, resume and company ID. Certified engineer should be with the bidder for a period of one (1) year before the bid opening</p> <p>Bidder Question or Request: We understand the ultimate purpose of the Procuring Entity for item 3.3 above to ensure that the bidder has certified and qualified engineers assigned from the start to the end of the project. With this in mind, we believe that requiring that the engineers to have been with the bidder for at least a year will not guarantee that the engineers will be with the bidder or the project for the entire duration of the project as technical people may move from company to company for one reason or the other. Going back to the ultimate purpose of item 3.3 which is to ensure that certified and qualified engineers are assigned for the entirety of the project and contract, may we request that item 3.3 be modified to the following:</p> <p>3.3 List of Certified Engineers of the following:</p> <ul style="list-style-type: none"> ○ - Two (2) Certified Security Engineer of the proposed brand ○ -Two (2) Certified Network Professional <p>Submit photocopy of valid certification and resume. Certified engineers should be assigned by the winning bidder to the project from the start to the end of the Project and Contract. Within the contract period, if there are changes in the personnel, the Contracted/winning bidder should submit the corresponding valid certification and resumes of the certified security engineers and network professionals.</p>	
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14.	<p>2. SECTION VII. Technical Specification. Item 6.2</p> <p>Bidder must conduct Project Management using below framework or similar approach.</p> <p>Assign experience Project Manager.</p> <p>Note: Photocopy of valid certification, resume, certificate of employment and company ID. Certified Project Manager should be with the bidder a year before the bid opening.</p> <p>Scope of Work:</p> <ol style="list-style-type: none"> Conduct initial Project Kick Off Create Project team for SSS and winning bidder Formulate Project Implementation Plan, Prepare, Present and Sign off Scope of Work (SOW) to SSS Conduct Final Project Kick Off Implement and coordinate project milestone Conduct Weekly/Monthly Project Updates Project Hand Over documents <p>Bidder Question or Request: We understand that the ultimate purpose of the Procuring Entity for item 6.2 above is to ensure that the bidder's Project Manager is qualified and experienced with successful implementation or projects. Requiring that the PM to have been with the bidder for at least a year will not guarantee that the PM will be with bidder for the entire duration of the project of that the PM is qualified and competent. Going back to the ultimate purpose of item 6.2 which is to ensure that PM assigned is qualified and competent and experienced and has a high rate of success, may we request that item 6.2 be modified to the following:</p> <p>Bidder must conduct Project Management using below framework or similar approach.</p> <p>Assigned experience Project Manager.</p> <p>Note: Photocopy of valid or Resume, List and details of Successful Projects handled</p>	<p>2. Yes. This amends Section VII. Technical Specification, Item 6.2 to</p> <p>Bidder must conduct Project Management using below framework or similar approach.</p> <p>Assign experienced Project Manager.</p> <p>Note: Submit photocopy of valid certification as project manager professional or bidder certification stating that the project manager have five (5) years of experience as project manager or at least three (3) years of experience as project manager of the proposed product, resume and certificate of employment. Certified Project Manager should be with the bidder a year before the bid opening until acceptance of the project. In case of replacement of the project manager, the replacement must comply with the above-mentioned requirements and conditions.</p> <p>Scope of Work:</p> <ol style="list-style-type: none"> Conduct initial Project Kick Off Create Project team for SSS and winning bidder Formulate Project Implementation Plan, Prepare, Present and Sign off Scope of Work (SOW) to SSS Conduct Final Project Kick Off Implement and coordinate project milestone Conduct Weekly/Monthly Project Updates Project Hand Over documents
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	<p>and Managed. The Project manager should be assigned to the project from start to finish of the project (handover of documents). However, SSS has the option to have the PM replaced if SSS deems that the PM is the cause of the project delay.</p> <p>Scope of Work:</p> <ol style="list-style-type: none"> a. Conduct initial Project Kick Off b. Create Project team for SSS and winning bidder c. Formulate Project Implementation Plan, Prepare, Present and Sign off Scope of Work (SOW) to SSS d. Conduct Final Project Kick Off e. Implement and coordinate project milestone f. Conduct Weekly/Monthly Project Updates g. Project Hand Over documents 	
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VI. ACCENT MICRO TECHNOLOGIES, INC.

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
15.	1. On page 36 of the bid document item 3.2.2, it was mentioned that the bidder should be a tier 1 partner or equivalent. Since you have already required a manufacturer's certificate authorizing the bidder as Authorized Reseller (bid doc 3.2.2), will SSS accept authorized partner instead of tier 1 partner?	1. We maintain our requirement.
16.	2. On page 36 item 3.2.4, can SSS accept similar solution instead of the proposed brand for the last three (3) years?	2. No.
17.	3. On page 36 item 3.3, can SSS accept similar certified security engineer instead of the proposed brand?	3. No.
18.	4. Can the web content filtering ram be reduced from 64gb to 24gb for other bidders to comply with your requirements.	4. No.

VII. KEFA INFORMATION TECHNOLOGY SERVICES

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
19.	1. Is this a bid to replace firewall as well?	1. No.
20.	2. Do you run an existing VPN?	2. Yes.

21.	3. Please specify existing web content filtering system of Cisco (version)	3. Cisco S370 Web Security Appliance
22.	4. Is payment of software based on maintenance spread to three years?	4. Payment of maintenance service for both hardware and software shall be equally distributed to three years.
23.	5. How many devices, users of IP is being protected aside from the 8,000 concurrent users?	5. None.
24.	6. What types of sites will SSS be filtering? Are malware, spyware, and viruses being avoided? Please specify if SSS would like to avoid access to YouTube, Social Media	6. All sites not authorized by management. Yes. Only authorized users can access YouTube, Social Media.
25.	7. Are there mobile devices which has to have the system for web filtering?	7. None.
26.	8. Do you need a web activity report?	8. Yes.
27.	9. Do you need analysis content?	9. Yes.
28.	10. How do you intend to handle social media or YouTube?	10. Based on existing SSS policy.
29.	11. Do you allow certain officers to access some sites?	11. Yes.
30.	12. How are devices being monitored today?	12. Monitoring of devices is not part of the requirement.
31.	13. Does Dashboard Parent report Real-time alerts?	13. If Dashboard Parent is a centralized management appliance, reporting of real time alerts is required.

CLARIFICATION/S:

- A. Certification from the Bidder of the availability of spare parts within the warranty period.
- *Please refer to Page 3, item 4.1.*
- B. Certification from the bidder that it is in the network system integration business for at least five (5) years in the Philippines and system integrator partner of the proposed brand for the last three (3) years.
- *Please refer to Page 8, item 16.*