

**PROJECT: SUPPLY, DELIVERY, INSTALLATION AND CONFIGURATION  
INTO OPERATION STATE OF VPN CONCENTRATOR  
(WORK FROM HOME ACCESS TO SSS APPLICATIONS)**

**I. RESPONSES TO QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID  
CONFERENCE**

Item No.	Query/Clarifications	TWG/BAC Reply
1	On the demonstration of the functionalities, as part of the requirement in the additional documents, can the bidder use cloud demo facility?	No.
2	<p>On page 58 of the Bidding Documents (Section VII. Technical Specifications, Warranty Requirements 1.3)</p> <p>"If announced improvement is made within six (6) months after installed product has already been accepted for SSS use, the winning bidder must replace already installed product or its components with the improved product or its components at no additional cost to SSS."</p> <p>Once the product is installed it will be challenging to the winning service provider to replace the installed product with the improved product, the manufacturer might not accept it. Can SSS consider this end of life requirement?</p>	Please refer to item no. 6
3	Is the Certificate of Authority to Notarize requirement in the first (1 <sup>st</sup> ) envelope?	Yes

**II. WRITTEN CLARIFICATIONS / ISSUES / QUERIES / APPEALS**

Item No.	Queries/Clarifications	TWG Reply
4	<p>A. DURING POST QUALIFICATION                      “The bidder being evaluated must provide, 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 proposed solution’s capability to perform the functionalities and features stated under Section VII, Technical Specifications.”</p> <p><b>Question 1.1:</b> <i>Since the demo focuses on the capability to perform the functionalities and features, can we use any model of hardware appliance or can you also consider VPN demo on virtualized machine?</i></p> <p><b>Question 1.2:</b> <i>As option and in compliance with IATF health protocol policies to fight Covid-19, where face-to-face meetings are highly discouraged while virtual meetings are recommended, can you consider virtual demo or online/ cloud demo?</i></p>	<p>Yes, however demo unit software version must be equal with the proposed solution.</p> <p>No. The personnel who will conduct the demo should have a negative RTPCR result three (3) days prior to the demo schedule.</p>
5	<p><b>Under page 55, Section VI. Schedule of Requirement</b>                      Within sixty (60) calendar days upon receipt of notice to proceed</p> <p><b>Question 2.1:</b> <i>For the Supply, Delivery, Installation and Configuration into Operational State of VPN Concentrator, can we request for 30 days extension from the 60 calendar days thereby making it 90 calendar days upon receipt of notice to proceed? This is to give way for the End-User Statement that will be required from SSS prior to ordering of the equipment.</i></p> <p><i>End-User Statement is mandatory requirement and manufacturer’s policy to comply fully with U.S. government and host country government laws and regulations. Under no circumstances will the manufacturer sell or ship product contrary to U.S. export control regulations. Bidder will send the End User Statement to SSS for approval and signature. This is Manufacturer’s requirement for Global Trade Compliance for any IT Security related tool.</i></p>	<p>No.</p>

<p>6</p>	<p><b>Under Page 58, 2. Warranty Requirements, Item 1.3</b></p> <p>“If announced improvement is made within six (6) months after installed product has already been accepted for SSS use, the winning bidder must replace already installed product or its components with the improved product or its components at no additional cost to SSS.”</p> <p><b>Question 3.1:</b> <i>Can you consider below statement or requirement? “If End of Life (EOL) declaration is made within six (6) months after installed product has already been accepted for SSS use, the winning bidder must replace already installed product or its components with the improved product or its components at no additional cost to SSS.”</i></p>	<p>Yes. This amends warranty requirements 1.3.</p> <p><i>If End of Life (EOL) declaration is made within six (6) months after installed product has already been accepted for SSS use, the winning bidder must replace already installed product or its components with the improved product or its components at no additional cost to SSS.</i></p>
<p>7</p>	<p><b>Under Section VII. Technical Specification, Warranty Requirement Page 59 Item 2.2.7, and Page 62 Item 1.4.7</b></p> <p>2.2.7 If within 24 hours, upon arriving onsite, the service contractor fails to restore / repair the malfunctioning part / component, the service contractor must supply and install a service unit within the next 12 hours. SSS use of service units must not exceed 15 calendar days from the date the problem was first reported to the supplier, defective units must be fixed or replaced within 15 days. All shipment / delivery fees must be charged against the account of the service contractor.</p> <p>1.4.7 If within 48 hours, upon arriving on site, the service contractor fails to restore / repair the malfunctioning part / component, the service contractor must supply and install a service unit within the next 24 hours. SSS use of said service unit must not exceed 30 calendar days, a new equipment of the same brand and of equivalent or better specifications must be provided as replacement to the defective equipment. All shipment/delivery fees must be charged against the account of the service contractor.</p> <p><b>Question 4.1:</b> <i>Can we follow item 1.4.7?</i></p>	<p>Yes</p>

	<p><b>Question 4.2:</b> For the replacement of the defective unit, can you consider 45 days on the delivery instead of 30 days? Due to current pandemic, standard replacement delivery now is already 45 calendar days minimum.</p>	<p>Yes, the delivery of the replacement unit will be within 45 calendar days provided that the installed service unit shall be retained by SSS until delivery of the replacement unit.</p> <p>This amends item 1.4.7 of the Warranty Requirements.</p>		
8	<p><b>Under page 29. Section III. Bid Data Sheet, Item 12.1(a)</b> (d) Resumes of the Project Management professional and all the support personnel to be deployed in the project upon submission of the bid.</p> <p><b>Question 5.1:</b> For the Project Management professional, aside from resume needed, would you accept project manager with certificate for Certified Associate in Project Management (CAPM)?</p>	<p>Yes</p>		
9	<table border="1" data-bbox="370 909 951 1115"> <tr> <td>1.2</td> <td> <p>Interfaces and Modules (minimum)</p> <ul style="list-style-type: none"> <li>• GE RJ45 Ports: 10</li> <li>• 10 GE SFP+ / GE SFP Slots: 16</li> <li>• 2 x 10GE SFP SX Transceivers</li> <li>• 2 x 1GE SFP SX Transceivers</li> <li>• Console Port: 1</li> <li>• USB Port: 1</li> <li>• Onboard Storage: 2 TB</li> </ul> </td> </tr> </table> <p>• Can we request to reduce the port and storage since we won't use all them in production.</p> <ul style="list-style-type: none"> <li>○ GE RJ45 Ports = <b>6 Ports</b> instead of 10</li> <li>○ 10 GE SFP+ / GE SFP Slots : <b>12</b> instead of 16</li> <li>○ Onboard storage: <b>1TB</b> instead of 2TB – 2TB storage is not necessity for VPN Solution it is not a file server</li> </ul> <p>*The request are reasonable and it won't affect the functionality of VPN Concentrator</p>	1.2	<p>Interfaces and Modules (minimum)</p> <ul style="list-style-type: none"> <li>• GE RJ45 Ports: 10</li> <li>• 10 GE SFP+ / GE SFP Slots: 16</li> <li>• 2 x 10GE SFP SX Transceivers</li> <li>• 2 x 1GE SFP SX Transceivers</li> <li>• Console Port: 1</li> <li>• USB Port: 1</li> <li>• Onboard Storage: 2 TB</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>This amends Item 1.2 of the Technical Specifications.</p>
1.2	<p>Interfaces and Modules (minimum)</p> <ul style="list-style-type: none"> <li>• GE RJ45 Ports: 10</li> <li>• 10 GE SFP+ / GE SFP Slots: 16</li> <li>• 2 x 10GE SFP SX Transceivers</li> <li>• 2 x 1GE SFP SX Transceivers</li> <li>• Console Port: 1</li> <li>• USB Port: 1</li> <li>• Onboard Storage: 2 TB</li> </ul>			
10	<table border="1" data-bbox="370 1587 935 1625"> <tr> <td>1.3</td> <td>Firewall Throughput: 100 Gbps</td> </tr> </table> <p>Same rationale with 1.3. Why need 98 Gbps Throughput</p> <ul style="list-style-type: none"> <li>• Can we request to lower it to <b>20 Gbps</b></li> </ul>	1.3	Firewall Throughput: 100 Gbps	<p>No</p>
1.3	Firewall Throughput: 100 Gbps			
11	<table border="1" data-bbox="370 1801 935 1839"> <tr> <td>1.8</td> <td>SSL VPN Concurrent Users: 30,000</td> </tr> </table> <p>Can we request to lower it to <b>10,000 users</b>? The VPN user requirement from <b>1.19</b> is only</p>	1.8	SSL VPN Concurrent Users: 30,000	<p>Yes</p>
1.8	SSL VPN Concurrent Users: 30,000			

	5,000. 10K VPN Concurrent users is still enough to cover future growth. It won't affect the performance and it will make the TOR open for all vendor	This amends Item 1.8 of the Technical Specifications.
12	Location of DR Site	Within the National Capital Region (exact address to be provided to the winning bidder)
13	What is the power cord requirement?	Three prong power cord for Type B outlet
14	Do we need to provide power cable?  If Yes How long and What type of cable?	Yes.  At least 2 meters long, royal cord.
15	Please provide the high-level architecture/topology? Please provide both HO and DR Site	Please refer to Annex B.
16	<p>Don't limit the solution to VPN. It's a working solution but it is OLD and vulnerable (ex MITM Attack).</p> <p>Make your solution more future proof for future requirement that are <b>by default included</b> in most access control solution (VPN) and <b>doesn't need additional cost</b>. Look for solution that could provide:</p> <ul style="list-style-type: none"> <li>a. Zero – Trust Access - Modern way of secure access. Secure option for WFH.</li> <li>b. MS Certified ADFS Proxy – For SSS that is a heavy Sharepoint user, this important for you</li> <li>c. Single Sing On</li> <li>d. OAuth /OIDC</li> <li>e. API Authentication Security</li> <li>f. Can support legacy Authentication for SSS Legacy Apps (Ex Kerberos) – to Provide modern authentication to your legacy applications</li> </ul> <p>*This are normally included in access control solution and doesn't need extra cost. Why exclude them in the requirement and only require VPN if they can do more than that?</p> <p>*Why settle for less, if you can get it for free</p>	The requirement listed in Section VII are the minimum requirements. Vendors can include the said features in their solutions.
17	Can we provide a demo through cloud with same features of offered on-premise (hardware) during post-qualification?	No.
18	Can we provide instead a Certification or Proof of Authority from the principal, distributor or Channel	Yes.

	<p>Partner showing that that we are an existing certified partner and authorized to supply/deliver the offered solution and to provide technical support services in replacement of Tier 1 partner requirement?</p> <p>(b) Certification of the following:</p> <p>b.1. From the bidder stating availability of spare parts within the warranty and maintenance period</p> <p>b.2. Authorized Resellership/Dealership of the proposed product/s, if the bidder is not the manufacturer of the proposed product/s to be issued by the manufacturer</p> <p>b.3. From the manufacturer local office (Philippines) stating that the bidder is a Tier1 partner or equivalent</p> <p>b.4. Bidder 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.</p>	
19	<p>page 28.</p> <p>Is the Tier 1 partnership must be comply?</p> <p>How about tier 2?</p>	<p>Tier 1 or its equivalent only.</p> <p>No.</p>
20	<p>Technical Specification item 1.2 page 56.</p> <p>Are the number of ports of 1GE must be comply?</p> <p>Can we add copper transceiver to comply the requirement?</p>	<p>Refer to Item No. 9</p> <p>Refer to Item No. 9</p>
21	<p>Technical Specification, VPN Capabilities item 1.31, page 58.</p> <p>May we know the use case for this item "Must have a virtual desktop option to isolate the SSL VPN session from the client computer's desktop environment"? This item can only be supported by particular manufacturer</p>	<p>SSL VPN should be able to run on virtual desktop environment.</p>
22	<p>Technical Specification, Operating System and Management requirement item 1.13, page 57.</p> <p>Regarding the item "Have option for encrypted backup file", may we request to remove this item, since it is not nesscary in the routine O&amp;M senario.</p>	<p>No.</p>
23	<p>Page 56, Item 1.2</p> <p>Interfaces and Modules (minimum)</p> <ul style="list-style-type: none"> <li>• GE RJ45 Ports: 10</li> <li>• 10 GE SFP+ / GE SFP Slots: 16</li> <li>• 2 x 10GE SFP SX Transceivers</li> <li>• 2 x 1GE SFP SX Transceivers</li> <li>• Console Port: 1</li> <li>• USB Port: 1</li> <li>• Onboard Storage: 2 TB</li> </ul>	

	<p>Regarding the port , we proposed the devices can not exactly match the requirement especially the 1G speed port, but we proposed higher speed for the future use, such as: 2*100G (QSFP28) + 2*40G (QSFP+) + 20*10GE (SFP+) + 2*10GE (SFP+) + 1*Console Port + 1*USB 3.0, Is it okay?</p> <p>Regarding the item "Onboard Storage", since it is VPN CONCENTRATOR purpose, there is not too much logs need so large onboard Storage. 1TB can meet next 10 years requirement already. May we request change into "Onboard Storage: 1 TB"</p>	<p>Please refer to Item No. 9.</p> <p>Please refer to Item No. 9.</p>
24	<p>Page 56, Item 1.3</p> <p>Firewall Throughput: 100 Gbps</p> <p>Because item 1.2 indicate that 16 x 10GE SFP+ Slots, can we request to adjust the firewall throughput into 160Gbps?</p>	<p>No.</p>
25	<p>Page 57, Item 1.13</p> <p>The configurations on the device must:</p> <ul style="list-style-type: none"> <li>• Be easily backup or restored via GUI and CLI to/from local PC, remote centralized management or USB disk</li> <li>• Provide CLI command configuration file that is readable by Windows Notepad</li> <li>• Have option for encrypted backup file</li> </ul> <p>Regarding the item "Have option for encrypted backup file", may we request to remove this item, since it is not necessary in the routine O&amp;M scenario.</p>	<p>Please refer to Item No. 22.</p>
26	<p>Page 58, Item 1.31</p> <p>Must have a virtual desktop option to isolate the SSL VPN session from the client computer's desktop environment.</p> <p>This item can only be supported by particular manufacturer.</p> <p>We respectfully request to remove this item?</p> <p>May we know the use case for this item?</p>	<p>No.</p> <p>Please refer to Item No. 21.</p>

## OTHER CLARIFICATIONS:

The following documents **SHALL** be submitted together with the Statement of Compliance with the Technical Specifications:

1. Certification of the following:
  - a. From the bidder stating availability of spare parts within the warranty and maintenance period
  - b. Authorized Resellership/Dealership of the proposed product/s, if he bidder is not the manufacturer of the proposed product/s to be issued by the manufacturer
  - c. From the manufacturer local office (Philippines) stating that the bidder is a Tier1 partner or equivalent
  - d. Bidder 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.
  
2. List of Certified Personnel for the following:
  - Two (2) Certified Security Professional or Expert
  - Submit photocopy of valid certification, resume and company ID. Certified Professional or Expert should be with the bidder for a period of one (1) year before the bid opening.
  
3. Resumes of the Project Management professional and all the support personnel to be deployed in the project upon submission of the bid.
  
4. Project Implementation Plan upon submission of the bid.
  
5. Description of the hardware component of the bidder's proposal (This amends Section III. Bid Data Sheet, Clause 29.2, item 3.3.1



# ANNEX B

## High Level Architecture / Topology

