

Request for Quotation

For NETWORK AND SERVER SECURITY MAINTENANCE

PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City



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B. Submission Details

Submission Deadlines

All submissions for responding to this request must be submitted on paper and delivered to our office, as stated below, no later than:

5:00PM, Tuesday, Feb 24, 2015

Non-submission of proposal within the deadline will mean that you are not interested to join in this project.

Submission Questions and Clarifications

You may contact the following person if you have any questions or clarification on any topics covered in this Request for Proposal:

ALEXANDER A.SEA
Voice: (632)-859-0311
Email: aasea@gsis.gov.ph

Electronic Submissions

Electronic submissions in response to this Request for Proposal will be accepted as long as they meet the following criteria:

Sent via email to: aasea@gsis.gov.ph

Document standards:

- Must be in PDF format
- Containing the company seal of the proponent

Submission Delivery Address

ALEXANDER A.SEA / MARICAR C. AGUILAR
Information Security Office
6F GSIS Head Office
Financial Center, Pasay City
1308

C. Terms of Reference

ENTERPRISE SECURITY MAINTENANCE

I. Project Objectives

This project shall provide for the renewal of the existing Enterprise Security and Compliance Solution for GSIS including licenses with corresponding three (3) years maintenance for the following existing components

II. Project Scope

A bidder should submit one lot proposal for renewal of existing Enterprise Security and Compliance Solution for GSIS with corresponding maintenance and licenses.

a. System Components

- Endpoint Protection
- Messaging Gateway
- Security Web Gateway
- Altiris Client Management
- Control and Compliance Suite
- PGP Desktop Email Encryption

b. Hardware components

Hardware	Units
AS-PER710/2.5 DELL Power Edge R710 Rack Mount Server	7
AS-PER610 DELL Power Edge R610 Rack Mount Server	2
AS-2160AS/KVM DELL 16-Port Analog KVM Switch	1
Symantec Web Gateway Appliance	2
Symantec Messaging Gateway Appliance	2
ASPEDGE/RACK4220 DELL Power Edge 4220 - 42U Rack and its components	1

c. Manage Security Services

III. Minimum Technical Requirements

a. General Requirements

- i. The vendor should provide three (3) years software maintenance and corresponding applicable licenses of the existing Symantec Enterprise Security and Compliance Solutions components which also includes installation and configuration of update, upgrade and patches.
- ii. The vendor should provide three (3) years hardware maintenance includes replacement of defective unit, parts or component within a week
- iii. Must provide a locally available Symantec Technical Specialist and experienced technical support personnel
- iv. Technical support response time must be at most one (1) hour for phone support and at most two (2) hours for onsite support.
- v. Off-site support should be available via email, phone call, and internet.

- vi. Provide support procedure and problem escalation.
- b. Manage Security Services**
 - i. B.1 Service Level Warranty Metrics**
 - Service Monitoring and Management up-time percentage at least 24 x 7 x 365 \geq 99.9%
 - Security Operation Center uptime of at least 24 x 7 x 365 \geq 99.9%
 - Should provide phone escalation in the event of a critical incident.
 - Critical event notification: 10 minutes
 - Emergency change or assistance response time 30 minutes
 - Should provide a security analyst and available 24 x 7 x 365 (follow the sun)
 - Log retention should be three (3) months online and one(1) year offline
 - ii. B.3 Service Features**
 - Provide Management and configuration assistance but not limited to the following
 - Firewall
 - IPS and IDS
 - Symantec Endpoint Protection
 - Able to integrate into Global Intelligence Network (GIN) data in security analysis
 - iii. B.4 Web Portal**
 - Should have a secured two-factor authentication
 - Provide at most 5 registered VIP device per credentials
 - Should provide least 3 account/credential for GSIS personnel
 - Should be available 24 x 7 x 365 24 x 7 x 365 \geq 99.9%
 - Able to generate custom and scheduled reports and can be download and emailed as an attachment
 - Web chat feature for immediate communication to security analyst

IV. Warranty and Maintenance from the date of acceptance.

- a. Software warranty and maintenance for three (3) years including free subscription on upgrade(s) and update(s).
- b. Hardware warranty and maintenance for three (3) years including free replacement on parts and labor.

V. Technical Support

- a. Three (3) years free technical support period available 24x7.
- b. Technical support response time must be at most one (1) hour for phone support and at most two (2) hours for onsite support.
- c. Off-site support should be available via email and internet

VI. Project Duration and Schedule

Project implementation after the issuance of NTP is 60 days

Item No	Description	Quantity	Total	Delivered, weeks/Months
	Subscription services			45 Days from NTP
	Preventive Maintenance <ul style="list-style-type: none"> • Housekeeping and diagnostics • System health checks 			Quarterly

VII. Vendor Requirements

- a. The bidder is an authorized distributor, reseller, partner or dealer of the product being proposed

- b.** Bidder must submit their current and valid certification from manufacturer, issued within the relevant period, which indicates that the bidder is an Authorized Partner, showing their level of partnership and specialization.