



Republic of the Philippines  
**NATIONAL PRIVACY COMMISSION**

**REQUEST FOR QUOTATION**

**PROCUREMENT OF NETWORK MONITORING SYSTEM**

08 December 2020

**NOTICE TO ALL PROVIDERS/SUPPLIERS:**

The National Privacy Commission intends to procure **supply and delivery of Network Monitoring System.**

As such, providers or suppliers of known qualifications are hereby invited to submit their quotations/price proposals signed by your authorized representative not later than **4:00 P.M., 14 December 2020.**

The service providers/suppliers must also submit the following requirements:

1. Mayor's Permit issued by the city or municipality where the principal place of business of the prospective bidder is located;
2. PhilGEPS Registration Number;
3. Notarized Omnibus Sworn Statement; and
4. Manifestation of compliance to the attached technical specification signed by your authorized representative.

Please submit your quotation together with the required documents via e-mail to [bacsecretariat@privacy.gov.ph](mailto:bacsecretariat@privacy.gov.ph) or via mail or courier in a sealed envelope to:

5th Floor, Ang Kiukok Hall,  
PICC Delegation Building, PICC Complex,  
Roxas Boulevard Manila 1307

**Attention to: ATTY. KRISHNA AIRA TANA-CAGUIA**  
BAC Secretariat Head

**ATTY. KRISHNA AIRA TANA-CAGUIA**  
BAC Secretariat Head  
National Privacy Commission  
(02) 8234-2228 loc. 127



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**TECHNICAL SPECIFICATION**

Item	Unit	QTY	Description/Specifications	Approved Budget of the Contract (Php 180,000.00)		Compliance (Manifest your compliance by writing "COMPLY" in every item)
				Unit Price	Total	
	lot	1	<p><i>NOTE: Please refer to the attached Terms of Reference for:</i></p> <ol style="list-style-type: none"> <li>1. Scope of the Services</li> <li>2. Technical Specifications/ Requirements</li> <li>3. Functional Requirements</li> <li>4. Service Level Agreement</li> <li>5. Delivery Terms</li> <li>6. Instructions to Vendors/Vendor's Qualification</li> <li>7. Evaluation Process</li> <li>8. Payment Terms</li> <li>9. Confidentiality of Data</li> </ol>			
<b>TOTAL</b>						

Instruction to bidders.

- I. All prices shall be VAT inclusive.
- II. All quotations shall be written with the company's letterhead.
- III. Compliance must be stated by writing "Comply" to each requirement mentioned above.
- IV. Present the original Mayor's Permit and submit original Omnibus Sworn Statement upon the scheduled signing of Notice of Award for inspection.
- V. Acknowledgement of the Notice of Award shall be within five (5) days from its issuance.
- VI. Payment shall be prepared through Advice to Debit Account upon completion of deliveries and receipt of the supplier's Statement of Account, subject to deduction of applicable taxes monthly.

CONFORME: \_\_\_\_\_  
 (Name of Supplier/Provider/Date)

BY: \_\_\_\_\_  
 (Name/Position/Signature of Representative/Date)



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# **NETWORK MONITORING SYSTEM**

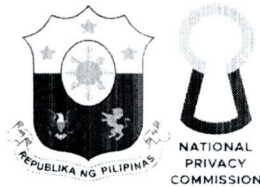
**(SUPPLY AND DELIVERY OF NETWORK MONITORING  
SYSTEM FOR THE NATIONAL PRIVACY COMMISSION)**



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## **TERMS OF REFERENCE**

### **I. BACKGROUND**

The Interim Management Information Unit (iMISU) is the acting unit/committee that is tasked to support, maintain, and implement Information and Communications Technology (ICT) infrastructures and resources of the National Privacy Commission (NPC).

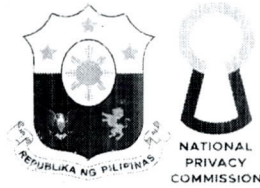
In this regard, iMISU is utilizing emerging technologies and tools to secure ICT infrastructure by monitoring the network landscape of the National Privacy Commission, by having a more detailed view of the network components.

### **II. RATIONALE**

Since the network infrastructure of the NPC is already in place, it is only right to implement measures to identify potential security incidents and intrusions that threaten the network. Section 20 of NPC Circular 16-01 further states that government agencies shall ensure that only known devices and properly configured to the agency's security standards are authorized to access personal data.

As per the Sec. 6 of NPC Circular 16-03 (Personal Data Breach Management), security incident management policy shall include measures intended to prevent or minimize the occurrence of a personal data breach. A network monitoring software application will help the NPC protect the confidentiality, integrity and availability of the data it processes and help monitor and detect intrusions on its network.

To better monitor the visibility of network components like routers, switches, firewalls, servers, and Virtual Machines (VMs), including endpoint devices, a network monitoring tool is necessary for NPC. The whole purpose is to ensure continued availability and protection of the entire network and makes sure it remains online and operating properly and provide visibility to stay one step ahead of potential issues, the network monitoring tool can detect unusual traffic spikes,



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unfamiliar devices connected to the network thereby detecting early signs of a cyberattack.

To address these challenges iMISU proposes to subscribe to the Network Monitoring Software or Application. Through this initiative, iMISU will make use of the available technology to efficiently perform ICT functions in terms of technical support, maintenance, implementation of ICT functions, thereby contributing to the desired organizational outcomes of the NPC.

### III. PURPOSE OF PROCUREMENT

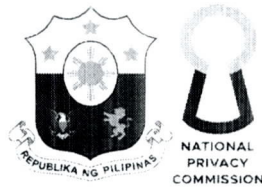
The Network Monitoring System / Software Application:

- Help networking teams assess the health, quickly point out and fix network issues and spot malicious activity.
- Track bandwidth utilization, uptime, availability and response times of network devices.
- Provide detailed reports and analytics that can assist network administrator with troubleshooting.
- Alert network administrator of any issues before they become real big problems.

### IV. SCOPE OF THE SERVICES

The following will comprise the scope of services:

- A. Supply, installation, deployment, configuration and implementation of Network Monitoring Application
- B. Provide technical support for the duration of the service consistent with Service Level Agreement (SLA) with NPC.
- C. Provide installation documentation.



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## V. TECHNICAL SPECIFICATIONS/ REQUIREMENTS

The network monitoring software application must be integrated seamlessly to the web applications and on-premise networking devices of the National Privacy Commission and should meet the following technical specifications.

- 1-year subscription
- Must be able to monitor twenty-five (25) devices.
- Must be able to monitor twenty-five (25) applications that is a combination of application component, physical server, virtual machine, and URL (Uniform Resource Locator).
- Must have NetFlow analyzer to monitor ten (10) interfaces and must support flow export.
- Must have firewall analyzer to monitor one (1) firewall for which log management, security reporting, traffic monitoring and reporting.
- Must be accessible via web interface or mobile application.
- Must be able monitor device temperature.
- Must be able to monitor power supply.
- Must be able to monitor CPU utilization.
- Must be able support IPv4 and IPv6.
- Must be able to support various operating systems.
- Must be able to discover VLAN and Layer 2 devices.

## VI. FUNCTIONAL REQUIREMENTS

- Must be scalable, interoperable with existing network infrastructure of NPC.
- Must be able to provide and print detailed graphs and reports.
- Must have user-friendly and comprehensible menus.
- Must be able to install in either local server or a cloud server.
- Must be able to map and display overall view health across monitored devices.
- Must be able to export, historical and comparative reports to understand trends.
- Must have alerting notifications either via email or SMS.
- Must be able to search and detect new devices present on the network.
- Must be able to check intervals from minutes to hours.



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- Must be able to provision or create separate user accounts.
- Must have alarm escalation and alarm suppression mechanism.
- Must be able to monitor UPS load and battery status.
- Must be able to monitor input/output voltage and current.

## VII. SERVICE LEVEL AGREEMENT

Technical support must be provided (eight hours, five days a week from Monday to Friday) either via telephone or email to resolve technical and other related problems based on a Service Level Agreement (SLA) with provisions for liquidated damages for non-compliance. Resolution must be delivered based on the following levels of severity:

- a. Severity 1 Critical: Major system or component failure with critical impact on business process. Service has stopped. The problem must be resolved through immediate onsite support (within 4 hours).
- b. Severity 2 High: Minor system or component failure with high impact on business process. The service is running but performance has degraded. The problem must be resolved immediately (within 1 working day).
- c. Severity 3 Moderate: Operational use exhibits signs of non-compliance with agreed functionality. The service is running but certain functions do not work as indicated. The problem must be resolved at the soonest time possible (within 5 working days).
- d. Severity 4 Low: Service is running. Efficiencies would be achieved through desired improvements in the system components.

The National Privacy Commission shall have the right to blacklist the service provider, execute redress and demand damages after three (3) instances of non-compliance at any given time during the contract period, of the above-mentioned SLA.

One-tenth of one percent of the total contract cost shall be imposed for every hour or a fraction thereof of service unavailability in excess of the required hours to resolve.

The service provider shall appoint a person possessing the necessary knowledge and technical expertise to serve as the single point of contact and shall be available at the time and manner indicated in the previous section to respond to queries or





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requests for technical support. The service provider shall also create an escalation procedure to be followed in scenarios where issues are not resolved within SLA.

### **VIII. MODE OF PROCUREMENT**

The mode of procurement shall be "Small Value Procurement".

### **IX. NATURE OF PROCUREMENT**

Classified as "Goods and Services", the use and subscription to Network Monitoring system shall aid in monitoring and securing ICT resources that support services to the government undertaking by the Commission.

### **X. SOURCE OF FUNDS AND APPROVED BUDGET FOR THE CONTRACT (ABC)**

Source of Fund: Maintenance and other operating expenses, NPC 2020 Annual Procurement Plan, NPC ISSP (2019-2020)

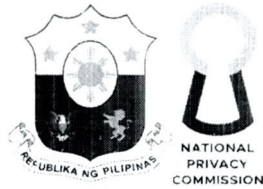
The approved budget for the contract is One Hundred Eighty Thousand Pesos only. (P 180,000.000)

### **XI. DELIVERY TERMS**

Date of delivery shall be within thirty (30) working days from receipt of Notice to Proceed. The Network Monitoring System shall be installed and configured (on-premises) in the National Privacy Commission's office.

### **XII. INSTRUCTIONS TO VENDORS/VENDORS' QUALIFICATIONS**

- Vendors must be a business operating in the Philippines
- Vendors must be PhilGEPS registered
- Vendors must accept send-bill payment term



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### **XIII. EVALUATION PROCESS**

Issuance of End User Acceptance Testing with attached screenshots or other related documents showing that the Network Monitoring System has been installed and working. It should be signed by the NPC Network Administrator and IMISU Vice Chairperson and approved by the Head Executive Assistant.

### **XIV. PAYMENT TERMS**

Payment shall be made when the Service/Goods have been rendered or delivered in accordance with the signed contract and instructions set in the evaluation of service/goods delivered and upon issuance of Inspection and Acceptance Certification by the Inspection and Acceptance Committee.

### **XV. CONFIDENTIALITY OF DATA**

The service provider shall document detailed procedures and techniques in identifying systems security risks and breaches and how such shall be handled. The service provider shall be required to sign a non-disclosure agreement immediately at the start of the service. All systems to which the project staff of the service provider shall be granted access to, its components, parts, specifications, data, ideas, technology, and technical and non-technical materials (collectively referred to here as "Proprietary Information") are confidential and proprietary to National Privacy Commission. The service provider agrees to hold the Proprietary Information in strict confidence and further agrees not to reproduce, transcribe, or disclose the Proprietary Information to third parties without the prior written approval of the National Privacy Commission.



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