REQUEST FOR QUOTATION

Date: 23 February 2024
RFQ No.: **100-23-12-8343**

Name of Company:_____

Address:_____

Name of Store/Shop:_____

Address:_____

TIN:_____

PhilGEPS Registration Number:_____

The **City Government of Pasig**, through the Bids and Awards Committee (BAC), intends to procure **Cloud Storage Subscription for the OGS Inventory System – Management Information System Office** with an Approved Budget for the Contract (ABC) of **Php 999,237.72**, in accordance with **Section 53.9** of the 2016 revised Implementing Rules and Regulations of Republic Act No. 9184. Please quote your best offer for the item in the table below.

The **Project shall be awarded as One Project having several items that shall be awarded as one contract. Quotations received exceeding each total Cost per Item and/or the total Approved Budget for the Contract shall be rejected.**

Item No.	Item Description	Brand Name (PLEASE DO NOT LEAVE BLANK)	QTY	UOM	Approved Budget		Price Offer	
					Unit Cost	Total Cost	Unit cost	Total Cost
1	**Cloud Storage Subscription with Managed Service** - **Please see attached Terms of Reference. (TOR)**		12	month	83,269.81	999,237.72		
Note: Other terms and conditions are stipulated in the attached Terms of Reference, if any.			**Total**		**999,237.72**			
DELIVERY TERM: Please refer to the Terms of Reference.								

*Indicate the BRAND NAME or MANUFACTURER NAME and the specific MODEL to be offered or attach a BROCHURE for the offered item; items including but not limited to clothing, vehicle, equipment, devices, electronics, machines, drugs, medicines, medical supplies must be branded or at the very least, manufacturer shall be indicated.

DECEMBER 2023

TERMS OF REFERENCE

CLOUD STORAGE SUBSCRIPTION FOR OGS INVENTORY SYSTEM

PR 100-23-12-8343

The City Government of Pasig, through the efforts of the *Management Information Systems Office (MISO)* intends to renew the subscription of cloud storage for OGS Inventory System.

I. BACKGROUND

Cloud computing has emerged as a paradigm shift in provisioning and utilizing IT resources. It offers on-demand access to a pool of shared computing resources, including networks, servers, storage, and applications. The concept of cloud computing has evolved over time, with the development of virtualization technologies, improved internet connectivity, and the availability of scalable and reliable cloud service providers. Cloud subscription services provided a solution by offering elastic scalability, allowing businesses to rapidly scale resources up or down based on demand, without upfront investment in hardware or infrastructure.

Office of the General Service hired a consultant to develop an inventory system that will be used to have a comprehensive and accurate inventory of city-owned property. In order to implement the said system, the MIS office intends to provide cloud storage that will serve as a server of the system. Since the end-users of this system are located in the different offices of the City Government of Pasig (inside and outside city hall), cloud storage is the ideal setup of served instead of on-premise server.

With the rise of remote work and global collaboration, businesses require technology that enables seamless access to applications and data from anywhere in the world. Cloud subscription services provide the necessary infrastructure to support remote workforces, allowing employees to access shared resources, collaborate on projects, and improve productivity regardless of their location.

II. CLOUD PLATFORM GENERAL REQUIREMENTS

- Supports selection of operating systems, frameworks, tools, databases, and devices such as but not limited to Linux and Microsoft Server
- Supports SQL and Non-SQL databases.
- Compliant with international and industry-specific standards
- Provide access by different devices (e.g., server, desktop, Laptop, mobile, tablet, etc.)
- Supports various forms of connectivity; secure and cross-premise connectivity with the virtual network and on-premises infrastructure.

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- Supports various forms of storage with different capabilities such as data recovery, security, backup, and protection.
- Supports data migration.
- Provides a Secure network with layers of authentication and organizational security.
- Supports development of web and mobile applications that can be deployed to any platform or device e.g., build apps with JavaScript, Python, .NET, PHP, Java and Node.js; Build back-ends for iOS, Android and Windows devices.
- Security must provide wide array of configurable options and the ability to monitor, control, customize and increase security to meet PASIG's system deployments through built-in features and through partner solutions that can be deployed.
- Support data durability – the ability to keep the stored data consistent, intact without the influence of failures or any form of corruption.
- Support resource scalability – the ability for a resource (e.g., virtual machine) to scale vertically and horizontally.
- Support for Platform as a Service (PAAS) – provides a platform allowing PASIG to develop, run and manage applications without the complexity of building and maintaining the infrastructure.
- Supports capability to source, cleanse and transform unstructured data (real time, batch and streaming)
- Support for different types of workloads – provides multiple options in terms of compute, storage, database, networking, software, and intelligence for different types of workloads.
- Support for measurement of service to automatically control and optimize use by leveraging a metering capability at some level of abstraction appropriate to the type of service.
- Must have a financially backed service level agreement (SLA) that guarantees monthly availability.
- Must have a facility to rapidly adjust usage of resources to match changing technical requirements.
- Must have a gallery of predefined operating system and server software images for the rapid creation of operational Virtual Machines
- Supports the creation of virtual machines using a browser-based GUI.
- Must have built in support for virtual networking and load balancing.
- Must have built in facility for High Availability and Disaster Recovery Requirements
- Supports Virtual Private Network (VPN) to secure network traffic.
- Must have a service that allows for a private dedicated connection to secure traffic.
- Supports the rapid deployment and scaling of websites and web applications in minutes.
- Supports server operating systems including Windows Server and Linux
- Supports multiple programming languages including Python, PHP and Java.
- Supports database applications including SQL Server, Oracle, MySQL, MariaDB and PostgreSQL.
- Must have a local zone, providing an option to move compute resources to in-country / local zone.
- Must have a built-in facility to manage resources using templates for single click deployments of complex applications.
- Must have the ability to orchestrate deployment using scripts and automation, aka Infrastructure as a Code (IaaC) by provisioning resources and other artifacts including role assignments, policy assignments and resource groups and resource manager.

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- Must have the ability to store in central repository and use several types of secret/cryptographic keys data. (e.g., user credentials, certificates)
- Must have a DNS hosting service which supports both private and public DNS.
- The DNS hosting service must be hosted on a global network of DNS servers, which answers a DNS query with the closest DNS server available.
- Must provide preferential discounts for Virtual Machine services for securing longer term consumption and Bring Your Own License (BYOL) with corresponding software maintenance program.

Industry Standards and Compliance Requirements

- Must have a facility for securely storing keys that is certified to FIPS 140-2 level 2 standard.
- Must be certified on international and industry-specific compliance standards, including ISO 27001, ISO 27017, ISO 27018, ISO 27701, ISO 22301, ISO 9001 and CSA STAR CCM
- Cloud Services must inherit a comprehensive list of compliance controls such as PCI-DSS, HIPAA, FedRAMP, GDPR, FIPS 140-2 and NIST 800-171.
- Must have a DISA Provisional Authorization at impact Level 4 (IL4) allowing US Department of Defense (DoD) agencies to use the AWS Cloud for production workloads with export-controlled data and privacy information.
- Must provide contractual guarantees around transfer of personal data that conform to European Union (EU) Standard Contractual Clauses and approved by the EU's Article 29 Working Party for contractual commitments.
- Must have Federal Risk and Authorization Management Program (FedRAMP) High authorization, which is the highest level of authorization granted by FedRAMP.

III.   TECHNICAL SPECIFICATIONS AND BILL OF MATERIALS

Item No.	Qty	Unit of Issue	Item Description/Specification	Unit Cost	Amount
1	1	LOT	**A. CLOUD SPECIFICATIONS: (12 months)** - Two Virtual Machines (Web App) - 2vCPU, 4GB RAM, 50 GB SSD, Backup Capability to another Geographic location - 1 Managed Database Service (MySQL) - 2vCPU, 8GB RAM, 100 GB High-Performance SSD, point-in-time restore capability, Backup Capability to another Geographic location. - 1 Managed Database Service (MySQL) - 2vCPU, 4GB RAM, 100 GB High-Performance SSD, point-in-time restore capability, Backup Capability to another Geographic location.	999,237.72	999,237.72

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		1100GB blob storage with automatic data lifecycle management. - Application and Database networks should be on a separate subnet with the database not visible to public network traffic. - Service or tool to analyze logs for Cloud Resources in scope for possible threats. - Monitoring of all resources deployed and dashboards based on metrics and events being monitored. - Ability to create and send alerts and start automation based on monitored metrics and events. - Ability to monitor and log HTTP requests. - Web Application firewall that can protect against Bot Traffic and Web Attacks with the ability to add custom firewall rules. - Web Server Image Backup - 100 GB SSD Disk Storage - Database Server Image Backup - 200 GB SSD Disk Storage - Capability to create custom rules for fine-grained controls over HTTP(s) traffic to Web Applications - Allow Private Subnet Internet Access for Updates and Patches - Expected Outbound Bandwidth of at least 100 GB per month. - Ability to log all activity of cloud users and admins within the cloud provider and ensure those logs are tamper-proof. - Automated VM and Database data backup to another region with daily and Monthly configurations. - Ability to load balance HTTP and HTTPS traffic and provide advanced request routing targeted for the delivery of modern application architecture. - Content Delivery Network Capability for up to 1100GB of		

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			data transfer per month, and up to 11 million http/https request providing efficient delivery of content worldwide. • Encryption of data in transit and at rest. B. **MANAGED CLOUD SERVICES** (Please see Item IV for the details)		

IV. Managed Cloud Service

Services	
Migration	In case the supplier will use a different public cloud platform, the supplier must migrate the existing application infrastructure within five (5) calendar days, without service disruption to our constituents and/or end-users.
Virtual Network	The supplier shall provide 1 virtual network with two (2) subnets: 1. Application Subnet 2. Database Subnet
Backup	The supplier shall use the Cloud Platform's Backup Tool to facilitate daily backup for (1) VMs and (1) Database with a daily backup retention of seven (7) days, and a monthly backup retention of two (2) months.
Access	The supplier shall provide a fully managed, first-party service that can provide SSH access to VMs.
Monitoring VMs	The supplier shall provide a service to monitor VMs. Collect, and analyze telemetry both cloud and on-premise. (1) GB / month logs
Bandwidth	The supplier shall provide internet egress data transfer of at least 100GB/month
Managed Services	The supplier shall provide proactive monitoring and reactive problem management of Cloud resources as defined in specifications. In case the issue is traced to application codes, the supplier shall provide infrastructure logs to PASIG's Applications Team to better inform our developers in troubleshooting application issues. At a minimum, Managed Services must conform to the Service Level Agreement: | Severity	Definition	Support Window	Response Time | |---|---|---|---| | 1 | - Unavailability of service for all end users | 24 x 7 | 1 Hour |

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		- Critical Business Impact - Critical Operational Impact - Critical Incident - No workaround available		
	2	- Partial unavailability of service - High Business Impact - High Operational Impact - Department/group of users impacted. - No workaround available	24x7	2 Hours
	3	- Degraded system performance - Moderate business impact - Moderate operational impact - Few end-users are impacted. - Workaround available	24x7	4 Hours
	4	- Service Request - Low business impact - Low operational impact - Impact for single end-user - Workaround available	8 x 5 (Business Hours)	8 Hours

The trouble tickets that are influenced by the following factors may be excluded for the purpose of SLA Performance Calculation

- Delays caused by External Service Providers
- Delays in feedback from users
- Hardware replacements or Software Upgrades which are not readily available.
- A resolution that requires change approval

Support	Cloud Infrastructure Service Provider shall provide the following support items. - Billing and Account Management support - 24/7 self-help resources to learning materials, how to videos, documentation, and community support. - Ability to submit as many support tickets as needed but limited to billing and account management issues.

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	- AI-powered advisor to supplement, detect, and recommend best practices.
	- On-demand, real-time cloud infra health status, and notifications
	- General guidance on architecture support.

V.   QUALIFICATIONS OF CLOUD SERVICE

- The migrated applications must remain fully compatible with PASIG's existing on-premises applications.
- The Service Provider shall provide City Government of PASIG access to a single-pane portal for multi-cloud management, catalogue, billing, and consumption monitoring with comprehensive BI (Business Intelligence) reports.
- Must have a facility for securely storing keys that is certified to FIPS 140-2 level 2, or equivalent local or internationally-accepted standard.
- Must be certified on international and industry-specific compliance standards, including but not limited to the latest certification version of ISO 27001, ISO 27017, ISO 27018, ISO 27701, ISO 22301, ISO 9001 and CSA STAR CCM
- Cloud Services must inherit a comprehensive list of compliance controls such as PCI-DSS, HIPAA, FedRAMP, GDPR, FIPS 140-2 and NIST 800-171, or equivalent local or international comprehensive compliance protocols.
- Must have a DISA Provisional Authorization at impact Level 4 (IL4), or equivalent local or internationally-accepted provisional authorization for production workloads with export-controlled data and privacy information.
- Must provide contractual guarantees around transfer of personal data that conform to European Union (EU) Standard Contractual Clauses and approved by the EU's Article 29 Working Party for contractual commitments, or local or internationally-accepted similar contractual guarantees.
- Must have Federal Risk and Authorization Management Program (FedRAMP) High authorization, which is the highest level of authorization granted by FedRAMP or equivalent local or internationally-accepted risk and authorization management program.

VI.   QUALIFICATIONS OF SERVICE PROVIDER / SUPPLIER

Given the heterogeneity of our current infrastructure, along with our long-term multi-cloud strategy, the service provider must be of premier/ gold status tier as a partner for all top three cloud infrastructure service providers. This is to ensure that the vendor complies with the stringent training and certification programs of each cloud infrastructure provider, has deep technical expertise, and demonstrated success working with many customers at scale.

This is to ensure that the vendor has sufficient depth and expertise to perform the services required, while also ensuring that they can provide a holistic, platform-agnostic consultation and architectural review as necessary.

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- in addition, the supplier must have at least two (2) certified in-country engineers/architects for each of the top three cloud infrastructure service providers.
- Must have at least four (4) certified in-country engineers/architects for the selected cloud infrastructure service provider.
- Platinum PhilGEPS Membership
- Public Sector Accreditation with the selected cloud infrastructure service provider
- The Service Provider shall provide access to a single-pane portal for multi-cloud management, catalogue, billing, and consumption monitoring with comprehensive BI reports.

VII.   CONTRACT DELIVERY PERIOD AND DURATION OF THE SERVICE

The contract delivery period shall be ten (10) days upon the notice to proceed (NTP). Cloud subscription shall not exceed beyond December 31, 2024.

Incumbent provider could be subjected for renewal as rules provided by the Guidelines on Renewal of Regular Services under Appendix 37 of the 2016 revised IRR of RA 9184.

A service performance evaluation shall be conducted by the end user with the following criteria:

	Criteria	Weight
I	Conformity to technical Requirements	25
II	Timeliness in the Delivery of Services	25
III	Behavior of Personnel (Courteous, Professional, and Knowledgeable)	20
IV	Response to Complaints	5
V	Compliance with set office policies for such services	5
VI	After Sales Support	20
TOTAL RATING		100

A weighted performance rating of at least **85 points** shall make the existing contractor eligible for service renewal.

VIII.   SOURCE OF FUNDING AND APPROVED BUDGET FOR THE CONTRACT

The Funds for this engagement shall be sourced from the Maintenance and Other Operating Expenses (MOOE) of the Management Information Systems Office for the year 2024. The ABC amounts to a monthly payment (based on the actual consumption) of total of nine hundred ninety-nine thousand two hundred thirty-seven and seventy-two centavos (Php 999,237.72).

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IX. MODE OF PROCUREMENT

This project shall be undertaken through an allowable mode of procurement, as evaluated by the Bids and Awards Committee pursuant to RA No. 9184 and its latest revised IRR.

***** End of Terms of Reference *****

Submit this Quotation (Accomplished and duly signed by the Owner or the respective Authorized Representative indicated in the Secretary's Certificate/Special Power of Attorney) not later than the closing date specified in the Bid Notice Abstract posted in PhilGEPS website along with the following documents:

- **Mayor's/Business Permit** (or a recently expired Mayor's/Business permit together with the official receipt as proof that the prospective bidder has applied for renewal within the period prescribed by the concerned local government unit subject to submission of the Mayor's Permit before the award of contract). The nature of business as stated in the Mayor's/Business Permit should at the very least be similar or related to the project to be bid.
- **PhilGEPS Registration Number**
- **Income Tax Return** - Latest Income or Business Tax Returns filed and paid through the BIR Electronic Filing and Payment System (EFPS).

  In accordance with Revenue Regulation No. 3-2005, the above-mentioned tax returns shall refer to the following:
  1. Latest Income Tax Return (ITR) - For participants already with an Annual ITR, latest ITR shall refer to the ITR for the preceding Tax Year be it on a calendar or fiscal year. For new establishments which, therefore, have no annual ITR yet, it shall refer to the most recent quarter's ITR.
  2. Latest Business Tax Return - refers to the Value Added Tax (VAT) or Percentage Tax returns covering the previous six (6) months.
- Accomplished and notarized **Omnibus Sworn Statement** (Form can be downloaded thru https://www.gppb.gov.ph/downloadable-forms/#tab-61412)
- **Proof of Authorization**: **Secretary's Certificate** if corporation, or **Special Power of Attorney**, if individual.

ADDITIONAL REQUIREMENTS:
For Procurement of Drugs and Medicines:

Documents from the Food and Drug Administration (FDA):

  a. Certificate of Product Registration;
  b. Certificate of Good Manufacturing Practice;
  c. License to Operate;
  d. Batch Release Certificate (*for vaccines, toxoids and immunoglobulins only) [to be submitted upon delivery*]; and
  e. Certificate of Analysis (*for anesthesia and antibiotics) [to be submitted upon delivery*].

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If the Supplier is not the Manufacturer, a certification from the Manufacturer that the supplier is an authorized distributor/dealer of the products/items.

Please submit the accomplished Quotation and required documents on or before the deadline of submission at the Bids and Awards Committee (BAC) through the **Procurement Management Office (BAC Secretariat Office), 4th Floor, Pasig City Hall, San Nicolas, Pasig City.**

All documents should be submitted in a sealed brown envelope addressed to the "Bids and Awards Committee, 4th Floor, Pasig City Hall", and properly marked with the Project Title as provided herein.

The CITY GOVERNMENT OF PASIG reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Sections 35.6 and 41 of the 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders.

For any clarification, you may contact us at telephone no. (02) 8641-1111 / (02) 8643-1111 loc. 1461 or email address at bidsandawards@pasigcity.gov.ph

SGD

_____
ATTY. BEA THERESE P. VILLANUEVA
Officer in Charge, Procurement Management Office

I hereby certify that I have read and agree to this Request for Quotation, its Terms of Reference, and Bid Bulletin/s, if any. I further certify that the products to be delivered will conform to the specifications stated in the Item Description.

Conforme:

_____   _____
       Signature over Printed Name   **Position**

Duly authorized to sign quotation/offer for and on behalf of _____
                                                                                        (Please indicate Company Name)

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