TERMS OF REFERENCE

PROJECT TITLE : **RENEWAL OF CYBERSECURITY FIREWALL AND END POINT SOLUTION LICENSES**

LOCATION : **CALAMBA WATER DISTRICT, LAKEVIEW SUBDIVISION, BRGY. HALANG, CALAMBA CITY**

I. Background and Introduction

Calamba Water District (CWD) is committed to maintaining the highest standards of information security to protect its critical infrastructure and customer data from cyber threats. To uphold this commitment, CWD seeks to renew its cybersecurity firewall and endpoint solution licenses.

CWD currently employs advanced cybersecurity measures, including a comprehensive firewall and endpoint protection solution. These solutions have been instrumental in defending against various cyber threats, such as malware, ransomware, phishing attacks, and unauthorized access. However, with the upcoming expiration of the current licenses, it is crucial to ensure uninterrupted protection by renewing these licenses.

II. Objectives

The primary objective of this procurement is to secure the renewal of licenses for the cybersecurity firewall and endpoint protection solutions, thereby ensuring continued protection of CWD's IT infrastructure. Also, to prevent any lapse in cybersecurity defenses. Additionally, leveraging updates and new features provided in the latest versions of the firewall and endpoint solutions to enhance security; and guaranteeing access to technical support and maintenance services for the duration of one (1) year subscription.

III. Approved Budget for the Contract

The Approved budget for the Contract (ABC) is Nine Hundred Twenty-Four Thousand Pesos (Php. 924,000.00) inclusive of all applicable government taxes. Bids received in excess of the ABC shall be automatically rejected at the opening of the bids.

IV. Scope of Works

The scope of work for this procurement encompasses the renewal of existing licenses for our cybersecurity firewall and endpoint protection solutions for a duration of one (1) year. This renewal ensures that our current security measures remain effective and up to date. Additionally, the scope includes assistance with the installation and configuration of any updates or new features that come with the renewed licenses.

Comprehensive support services shall also be provided for the duration of the licenses, ensuring that any issues or challenges are promptly addressed.

Training for IT staff is also included, focusing on the new features and functionalities of the renewed solutions. This training will empower our team to effectively manage and utilize these updated tools. Furthermore, detailed documentation shall also be provided. This will include license keys, installation guides, user manuals, and support contact information, all of which are essential for smooth operation and troubleshooting.

V. Technical Specification

Product Description	Qty.
Sophos XGS 2100 Standard Protection – 1 Year Subscription **Base License Features :** • Networking and SD-WAN: Wireless, SDWAN, Application Aware Routing, Traffic Shaping • Protection and Performance: Xstream Architecture with Network Flow FastPath, TLS 1.3 Inspection, DeepPacket Inspection • VPN: IPsec/SSL Site-to-Site and Remote Access VPN • Reporting: Historical on-box logging and reporting, Sophos Central cloud reporting **Network Protection Features:** • Xstream TLS Inspection: TLS 1.3 inspection with pre-package exceptions • Xstream DPI engine: streaming deep packet inspection • IPS: Next-gen Intrusion Prevention • ATP: Advance Threat Protection • Clientless VPN: HTML5 • Reporting: Extensive Network and Threat Reporting **Web Protection Features:** • Xstream TLS Inspection: TLS 1.3 inspection with pre-package exceptions • Xstream DPI engine: streaming deep packet inspection • Web Control – by user, group, category, URL , keyword • Web Threat Protection - malware, PUA, malicious JavaScript, Pharming • App Control- by user, group category, risk **Enhanced Support:** •24/7 support, feature updates, advanced replacement hardware warranty for term.	1 license
Sophos Central Intercept X- Advanced – 1 Year Subscription **Endpoint client antivirus features:**	65 licenses

• Websecurity • Download Reputation • Web Control/ Category-based URL Blocking • Peripheral Control • Application Contorl • Deep Learning malware detection • Anti-Malware File Scanning • Live Protection • Pre-execution Behaviour Analysis (HIPS) • Potentially Unwanted Application (PUA) Blocking • Data Loss Prevention • Exploit Prevention • Runtime Behavior Analysis (HIPS) • Malicious Traffic Detection (MTD) • Active Adversary Mitigation • Ransomware File Protection (CryptoGuard) • Disk and Boot Record Protection (WipeGuard) • Automated Malware Removal • Root Cause Analysis • Synchronized Security Heartbeat	
Sophos Central Intercept X-Advanced for Server - 1 Year Subscription **Server antivirus features:** • Windows Server/Linux Platforms • Server Lockdown • Web Control (URL Blocking) • Download Reputation	2 licenses

VI. Bidder Requirements

- Bidder/Supplier must be the highest tier Partner (Platinum Partner or equivalent) of the product to ensure the capability of the supplier to support the existing Firewall. The supplier must provide certificate issued by the Principal/Manufacturer as a Proof.
- Bidder / Supplier must have at least 3 regular employees that have Product-Certified Engineers to ensure first level support. The supplier must provide certificate issued by the Principal/Manufacturer as a Proof.
- Bidder /Supplier must have a Manufacturer Warranty Certificate issued by the Product's Manufacturer stating that the bidder is authorized to re-sell their products and can provide technical support.
- The Bidder must be able to provide Training/ Deployment/Management /Navigation of the product.

VII. Delivery Schedule

The Product Keys of all the licenses must be delivered within Thirty (30) working days upon receipt of the Notice to Proceed (NTP) and the existing firewall must be fully configured and installed according to the Calamba Water District's preferred configurations.

Deliveries should be made within office hours and on regular working days on or before the stipulated date in the contract unless otherwise specified for valid reason why the same cannot be complied with; Calamba Water District shall impose penalty of 1/10 of 1% if the total value of the undelivered order for each day of delay.

VIII. Warranty and After Sales Support

The Contractor shall guarantee one (1) year exclusive warranty on all licenses. Bidder should submit a warranty and after-sales support statement that it has an authorized technical support/service center with complete, equipment, tools, and trained technicians and/or manufacturer certified engineer who are competent and qualified to provide after-sales service. Warranty provision on upgrades and patches to be installed is free of charge during the warranty period. The Contractor shall be responsible for all costs related to the warranty period.

IX. Service Level Agreement

The Contractor shall render support services within the warranty period of one year as follows:
a. Technical support will be provided through phone calls or email within regular working hours from Monday to Friday, 8:00AM to 5:00PM.
b. Support services shall be rendered within four (4) working hours after the problem has been reported. For problems reported after 4PM, services shall be rendered at 8:00AM of the following working day.

X. Training and Technology Transfer

1. END-USER TRAINING. The Contractor must provide user training for at least four (4) IT Personnel for the software updates on the existing firewall solutions for at least 1 day.

XI. Inspection and Acceptance

The Calamba Water District shall have the right to reject and return the licenses(s) and cancel the corresponding Contract if licenses delivered are incomplete or noncompliant to the specifications herein specified.

XII. Terms of Payment

The payment shall be done within thirty (30) working days upon submission of complete documents including, delivery, testing and upon issuance of Inspection and Acceptance Report by the authorized/designated representatives of Calamba Water District