



February 17, 2023

REQUEST FOR QUOTATION
No.: 2023-CIMS(003)-NPSVP-0005

Procurement of Virtual Application Load Balancer
(Negotiated Procurement – Small Value Procurement)

Sir/Madam:

The Credit Information Corporation through **Credit Information Management Services** invites you to submit your quotation / offer for the item/s described below using the **Price Proposal Form (see Annex "A")** subject to the terms and conditions stated in the RFQ and Terms of Reference (**see Annex "B"**).

| QTY | UOM | PARTICULARS | Unit Cost (in PhP) | Approved Budget for the Contract (ABC) in PhP |
|-----|-----|--------------------------------------------------|--------------------|-----------------------------------------------|
| 1 | LOT | Procurement of Virtual Application Load Balancer | 900,000.00 | 900,000.00 |

Contract Duration: One (1) calendar year
Delivery Schedule: Within thirty (30) calendar days upon receipt of Notice to Proceed.
Delivery Site: 6F, Exchange Corner Bldg., 107 VA Rufino St. cor. Esteban St., Legaspi Village, Makati City

Submit your proposal, together with the following documents, duly signed by you or your duly authorized representative, not later than **February 23, 2023, 5:00 p.m.**

1. **PhilGEPS Certificate/Number;**
2. **Mayor's/Business Permit for the current year or Official Receipt as proof that the bidder has applied for renewal, if the updated Mayor's Permit is not yet available;**
3. **Latest Income/Business Tax Returns;**
4. **Notarized Omnibus Sworn Statement (Annex C); and**
5. For Authorized Representatives: **SPA (Sole Proprietorship/Partnership), Secretary's Certificate or Board Resolution (Corporation).**

Only one (1) set of documents certified to be true copies of the original shall be required.

Proposals and other documents required shall be sent electronically to procurementunit@creditinfo.gov.ph. Electronically submitted proposals and documents must be submitted on or before the deadline of submission as stated in this RFQ.

Upon determination of your technical, legal and financial eligibility, the Administration Unit of the CIC shall undertake negotiation with your company based on the Technical Specifications for this project.


PHOEBE ANN R. WAGAN
Administrative Services Officer V

N.B.: The duly accomplished Proposal (Annex A), together with the other required documents, shall be submitted on or before the deadline for submission of proposal or any extension thereof. The following supporting documents may be submitted anytime during submission of offers, evaluation of offers, after issuance of Notice of Award but before payment:

1. PhilGEPS Registration Number; and
2. Mayor's/Business Permit for the Year 2023;

PhilGEPS Platinum Registration Certificate may be submitted **in lieu** of the foregoing documents.

If unable to have the Omnibus Sworn Statement notarized, an unnotarized Omnibus Sworn Statement may be submitted, subject to compliance therewith after award of contract but before payment.

PRICE PROPOSAL FORM

Date: _____

Administrative Office
Credit Information Corporation
6F, Exchange Corner Bldg., 107 VA Rufino St.
cor. Esteban St., Legaspi Village, Makati City

Sir/Madam:

Having examined the Request for Quotation No. RFQ No. 2023-CIMS(003)-NPSVP-0005, which includes the technical specifications, the receipt of which is hereby duly acknowledged, the undersigned, offer to, in conformity with the said Request for Quotation for the sums stated hereunder:

| QTY | UOM | PARTICULARS | Unit Price (in PhP) | TOTAL BID PRICE in PhP (Inclusive of VAT) |
|------------|------------|-------------------------------------------------------------|--------------------------------|----------------------------------------------------------|
| 1 | Lot | Procurement of Virtual Application Load Balancer | | |

Contract Duration: One (1) calendar year

TOTAL BID PRICE IN WORDS:

We undertake, if our Proposal is accepted, to deliver the goods/services as identified in the Technical Specifications/Terms of Reference and in accordance with the delivery schedule.

Our quotation includes all taxes, duties and/or levies payable and is valid for a period of THIRTY (30) calendar days upon issuance of this document.

We understand that the CIC Technical Working Group may require from us the submission of documents that will prove our legal, financial and technical capability to undertake this project.

Until a formal Contract is prepared and executed, this Proposal, together with your written acceptance thereof and the Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this _____.

Signature of Authorized Representative

Printed Name of Authorized Representative

Capacity

Duly authorized to sign Proposal for and on behalf of: _____

**COMPLIANCE FORM
Technical Specifications
Procurement of Virtual Application Load Balancer**

1. Overview

The Credit Information Corporation (CIC) is mandated to collect and aggregate borrower's credit data to establish the credit worthiness of borrowers. Virtual Link Load Balancer plays an important role in collection and data processing activities of the CIC. Thus, CIC needs a virtual link load balancer to aggregate and provides more flexibility to balance the workload of a server by distributing traffic across multiple network servers.

2. Purpose

The CIC aims to increase capacity and reliability of applications and to improve the overall performance of applications by decreasing the burden on servers associated with managing and maintaining application and network sessions, as well as by performing application-specific tasks.

3. Scope

The enhance application security, availability, performance and scalability with the software load balancer optimized for virtual environments.

4. Definition of Terms

| Term | Definition |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Load balancer | Acts as the "traffic cop" sitting in front of your servers and routing client requests across all servers capable of fulfilling those requests in a manner that maximizes speed and capacity utilization and ensures that no one server is overworked, which could degrade performance. |
| Network Telemetry | Export network flow data to Flowmon Collector in the industry standard IPFIX protocol format. |
| Web Application Firewall (WAF) | Real-time application threat mitigation Updated reputation data daily |
| Intrusion Prevention | Snort compatible IPS Allow/Deny IP by address |
| <i>--Definitions are retrieved from kemptechnologies.com</i> | |

5. Duties and Responsibilities

5.1. Service Provider (SP)

The SP's responsibilities with respect to this project are as follows:

1. The installation of license must be completed within thirty (30) calendar days from the receipt of the Notice to Proceed (NTP). Otherwise, the SP shall pay a penalty in the amount of one tenth of one percent (1/10 of 1%) of the total contract price for every calendar day of delay.
2. Fine tune, correct and/or enhance as may be needed to address business requirements
3. Correct/fix any system problems identified within the agreed service level
4. Provide Service Delivery Manager (SDM) as a single point of contact for technical support and service delivery concerns. The SDM shall notify the CIC seven (7) days prior to any scheduled maintenance and other service interruption
5. Provide 24/7 online technical support facility and capability, consisting of online help-desk facility and competent technical support personnel

5.2. Credit Information Corporation

CIC's responsibilities with respect to this project are as follows:

1. Grant the SP's authorized representative access to its premises, equipment and facilities located therein to perform its obligations, provided that such representative shall be accompanied by the duly assigned personnel of the CIC Technical Support Department.
2. Secure the necessary access pass and building permit required by the building administrator and assumes responsibility for the safe custody and use of the equipment installed by the SP.
3. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the SP.
4. Issuance of a Certificate of Inspection and Acceptance to the SP upon successful completion of the testing certifying that the SP conforms to all requirements stipulated in this document.
5. Pursuant to General Procurement Policy Board (GPPB) Resolution No. 019-2006 dated 06 December 2006, at the end of each year, the CIC will conduct an assessment of the quality of service provided particularly the cost charged by the SP and the range of services it offers against other service providers in the area.

6. Requirements

6.1. General

| Items | Requirements | Statement of Compliance "Comply" or "Not Comply" | Proof/Evidence of Compliance |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|------------------------------|
| 1. Service Provider | <ul style="list-style-type: none"> a) Duly notarized statement that the SP has been in business of providing virtual link load balancer for at least five (5) years prior to the deadline for the submission of bids. b) The SP must establish a single point of contact call center operations/helpdesk with hotline numbers to provide timely and responsive trouble reporting, incident handling, problem escalation and field support for all problem related issues. c) The SP should provide unlimited phone, email, chat and any form of electronic communications and messaging support for one year. | | |
| 2. Service Delivery Manager | <ul style="list-style-type: none"> a) The SP should assign a Service Delivery Manager (SDM) to CIC for the project to ensure all requirements of this contract are successfully delivered to CIC. b) The SDM should have at least three (3) year service delivery or project management experience in handling similar project implementation. (Provide curriculum vitae and related certifications) | | |
| 3. Technical Support Staff | <ul style="list-style-type: none"> a) The SP should assign two (2) Technical | | |

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|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| | Support/Engineers to the CIC project. They must be permanent employees of the Service Provider for at least one and half (1 1/2) years. (Provide Certificate of Employment, updated curriculum vitae & related certifications). | | |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|

6.2. Technical Requirements

| Items | Requirements | Statement of Compliance "Comply" or "Not Comply" | Proof/Evidence of Compliance |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|------------------------------|
| 1. System Overview | <ul style="list-style-type: none"> Standard Support Coverage- 2 x Virtual application load Balancer with One (1) year Standard Support Two (2) license of Virtual application Load Balancer | | |
| | <p>Application must have the following features:</p> <p>L4-L7 Application Delivery:</p> <ul style="list-style-type: none"> Server Load Balancing (SLB) for TCP/UDP based protocols TLS (SSL) Offload Layer 7 Content Switching Transparent caching for HTTP/HTTPS Compression of static and dynamic HTTP/ HTTPS content HTTP/2 Support Up to 1000 Virtual and 1000 Real Servers <p>SSL/TLS Features:</p> <ul style="list-style-type: none"> Configurable TLS (1.0, 1.1, 1.2, 1.3) and SSL (2.0, 3.0) Server Name Identification (SNI) | | |

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| | <p>support</p> <ul style="list-style-type: none"> • Support for up to 1,000 TLS (SSL) certificates • Automated TLS (SSL) certificate chaining Certificate Signing Request (CSR) • STARTTLS mail protocols (POP3, SMTP, IMAP) <p>Intrusion Prevention:</p> <ul style="list-style-type: none"> • Snort compatible IPS • Allow/Deny IP by address <p>Global Server Load Balancing (GSLB) :</p> <ul style="list-style-type: none"> • Round Robin • Weighted Round Robin • Chained Failover (Fixed Weighting) • Regional • Real Server Load • Location Based • Use EDNS to direct client traffic <p>Network Telemetry:</p> <ul style="list-style-type: none"> • Export network flow data to Flowmon Collector in the industry standard IPFIX protocol format Leverage the power of Flowmon Collector to store and analyze flow data, gaining visibility into the entire application value delivery chain to identify bottlenecks, misconfigurations, and potential security issues. <p>Web Application Firewall (WAF)</p> <ul style="list-style-type: none"> • Real-time application threat mitigation • Updated reputation data daily • Threats mitigated | | |
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|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| | <ul style="list-style-type: none"> - Cookie tampering - Cross site request forgery - Cross site scripting - Data loss prevention - SQL injection - PCI-DSS Section 6.6 compliance | | |
| 2. Change Requests (CR) | a) The SP must acknowledge CR within thirty minutes (30) upon receipt. | | |
| 3. Incident Response | <p>a) Helpdesk facility available twenty four by seven (24x7) to receive report on any issues</p> <p>b) Incident Response/support tickets relayed through helpdesk, email, phone, or instant messaging must be acknowledged by the Service Provider within one (1) hour upon receipt, and</p> <p>c) Resolve issues within four (4) hours upon acknowledgement.</p> | | |
| 4. Service Report | <p>a) The SP must provide service reports for each onsite support service performed and shall be verified and acknowledged by CIC authorized personnel.</p> <p>b.) The SP shall submit a detailed problem resolution report for every service requested within 24 hours. It shall include details of actions taken in resolving the problem duly acknowledged by the authorized CIC personnel.</p> | | |
| 5. Maintenance & Support | <p>a) 24x5 international phone support; 8x5 local phone support</p> <p>b) 24x7 email and helpdesk support</p> <p>c) Response time within two (2) hours from receipt of notice</p> | | |

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|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| | <p>d) Assistance in fine-tuning and enhancing the configuration, features, rules, SLA, or automation in the existing network monitoring tool/solution</p> <p>e) Correct/fix any system problems identified within the agreed service level</p> <p>f) The SP Must provide One (1) technical Engineer to deploy security patches if needed</p> | | |
| 6. Knowledge Transfer | <p>a) At least one (1) technical training from a certified Link Load Balancer Application engineer or expert – basic training, and/or advanced Link Load Balancer Application Administration</p> <p>b) At least five (5) participants</p> <p>c) At least one (1) day of training</p> | | |

7. Schedule of Delivery

The Service Provider shall commence delivery and implementation of the services within 30 calendar days (lead time for delivery for non-stock) upon receipt of the Notice to Proceed.

8. Terms of Payment

Payment shall be made on the following:

1. Payment shall be made on a one-time basis subject to submission of billing statement and other supporting documents by the SP, subject to the issuance of Certificate of Satisfactory Service by CIC.
2. The start of billing shall be based on the date of issuance of "Certificate of Acceptance".
3. Payment shall be subject to the "Warranty" provisions in the form of retention money in an amount equivalent to at least one percent (1%) of the Contract Price required in Section 62 of R.A. 9184 and its IRR.

9. Contract Termination

Both parties have the option or terminate the contract acceptable to both parties based on the Philippine Government Procurement Reform Act and its Implementing Rules and Regulations, GPPB Guidelines or its issuances, and other Philippine laws as applicable.

Pursuant to Annex I of the 2016 Revised Implementing Rules and Regulations, as of 15 July 2022, of the Republic Act No. 9184, the CIC reserves the right to terminate the Procurement of Virtual Application Load Balancer on the following grounds:

- a. Termination by Default:
 - 1. Pursuant to Section 68 of the 2016 Revised IRR, when outside of force majeure, the SP fails to deliver or perform any or all of the contract deliverables within the period specified in the contract, or within any extension thereof granted by the CIC pursuant to a request made by the SP prior to the delay, and such failure amounts to at least ten percent (10%) of the contract price;
 - 2. Pursuant to Section 68 of the 2016 Revised IRR, the SP, as a result of the force majeure, is unable to deliver or perform any or all of the contract deliverables, amounting to at least ten percent (10%) of the contract price, for a period of not less than sixty (60) calendar days after receipt of notice from the CIC stating that the circumstances of force majeure is deemed to have ceases; or
 - 3. The SP fails to perform any other obligation under the contract.
- b. Termination for Convenience, in whole or in part. If the CIC has determined the existence of conditions that make the contract implementation economically, financially or technically impractical and/or unnecessary, such as, but not limited to, fortuitous event/s or changes in law and national government policies.
- c. Termination for Insolvency. If the SP is declared bankrupt or insolvent as determined with finality by a court of competent jurisdiction.
- d. Termination for Unlawful Acts. In case it is determined prima facie that the SP engaged, before or during the implementation of the contract, in unlawful deeds and behaviors relative to contract acquisition and implementation.

STATEMENT OF COMPLIANCE

Dated this _____.

Signature of Authorized Representative

Printed Name of Authorized Representative

Capacity

Duly authorized to sign Compliance for and on behalf of: _____

Omnibus Sworn Statement

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, *[Name of Affiant]*, of legal age, *[Civil Status]*, *[Nationality]*, and residing at *[Address of Affiant]*, after having been duly sworn in accordance with law, do hereby depose and state that:

1. **Select one, delete the other:**

[If a sole proprietorship:] I am the sole proprietor or authorized representative of *[Name of Bidder]* with office address at *[address of Bidder]*;

[If a partnership, corporation, cooperative, or joint venture:] I am the duly authorized and designated representative of *[Name of Bidder]* with office address at *[address of Bidder]*;

2. **Select one, delete the other:**

[If a sole proprietorship:] As the owner and sole proprietor, or authorized representative of *[Name of Bidder]*, I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for *[Name of the Project]* of the *[Name of the Procuring Entity]*, as shown in the attached duly notarized Special Power of Attorney;

[If a partnership, corporation, cooperative, or joint venture:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for *[Name of the Project]* of the *[Name of the Procuring Entity]*, as shown in the attached *[state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable);]*;

3. *[Name of Bidder]* is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;
4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
5. *[Name of Bidder]* is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *Select one, delete the rest:*

[If a sole proprietorship:] The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a partnership or cooperative:] None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a corporation or joint venture:] None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards;
8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
- a) Carefully examine all of the Bidding Documents;
 - b) Acknowledge all conditions, local or otherwise, affecting the implementation of the Contract;
 - c) Made an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d) Inquire or secure Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity; and
10. In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.
11. *[Name of Bidder]* hereby assigns the following contact number/s and e-mail address/es as the official telephone/fax number and contact reference of the company where the CIC BAC and CIC notices may be transmitted.

Telephone No/s.: _____
Fax No/s.: _____
E-mail Add/s.: _____

It is understood that notices/s transmitted in the above-stated telephone/fax numbers and/or e-mail address/es are deemed received as of its transmittal and the reckoning period for the reglementary periods stated in the bidding documents and the revised Implementing Rules and Regulations of Republic Act No. 9184 shall commence from receipt thereof.

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of _____, 2023 at _____, Philippines.

Bidder's Representative/Authorized Signatory

SUBSCRIBED AND SWORN to before me this ___ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ___ day of [month] [year].

NAME OF NOTARY PUBLIC

Doc. No. ____
Page No. ____
Book No. ____
Series of ____.

Note:

"Sec. 12. Competent Evidence of Identity – The phrase "competent evidence of identity" refers to the identification of an individual based on:

At least one current identification document issued by an official agency bearing the photograph and signature of the individual, such as but not limited to, passport, driver's license, Professional Regulations Commission ID, National Bureau of Investigation clearance, police clearance, postal ID, voter's ID, Barangay certification, Government Service and Insurance System (GSIS) e-card, Social Security System (SSS) card, Philhealth card, senior citizen card, Overseas Workers Welfare Administration (OWWA) ID, OFW ID, seaman's book, alien certificate of registration/immigrant certificate of registration, government office ID, certification from the National Council for the Welfare of Disabled Persons (NCWDP), Department of Social Welfare and Development (DSWD) certification;

The Board Resolution or Secretary's Certificate referring to the said Board Resolution designating the bidder's authorized representative and signatory need not specifically indicate the particular project where such authority is given provided that the said authority covers activities by CIC.