



Republic of the Philippines
Office of the Solicitor General
134 Amorsolo St. Legaspi Village, Makati City

Technical Working Group for
Information and Communications Technology

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TERMS OF REFERENCE

NETWORK MANAGEMENT SYSTEM

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Background:

The Office of the Solicitor General (OSG) recognizes the critical importance of maintaining and enhancing its network management capabilities in the face of a rapidly evolving ICT landscape. As the OSG's ICT infrastructure and operational scope expand, a robust Network Management System (NMS) becomes even more evident. The existing capabilities must be renewed and fortified to enable the OSG to maintain complete visibility and control over its networking assets efficiently.

With the expansion of OSG offices and the increasing complexity of network resources, adopting a Network Management System has become imperative. This system will empower the OSG to monitor and manage various network equipment and peripherals seamlessly and remotely. Doing so will ensure the integrity, performance, and security of the OSG's network infrastructure, allowing the organization to effectively fulfill its legal and administrative responsibilities.

Objective:

The primary objective of the Office of the Solicitor General is to acquire a comprehensive and state-of-the-art Network Management System. This NMS will serve as a pivotal tool for achieving various critical functions and goals, including:

- **Network Monitoring:** The NMS will provide real-time visibility into the OSG's network, enabling proactive monitoring and rapid issue identification, thereby minimizing downtime and disruptions.
- **Policy Enforcement:** The system will enforce network policies consistently across all OSG offices, ensuring compliance with regulatory and security standards.
- **Inventory & Compliance Audit:** It will maintain an up-to-date inventory of network assets and facilitate compliance audits to meet legal and regulatory requirements.
- **Software Management:** The NMS will streamline software deployment, updates, and license management, enhancing operational efficiency and reducing security risks.

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- **Remote Access Support:** Remote troubleshooting and support capabilities will improve responsiveness and minimize on-site visits, ultimately reducing operational costs.
- **User Administration Tools:** It will offer user-friendly tools for user provisioning, authentication, and access control, ensuring secure and efficient user management.
- **Reporting Tools:** Robust reporting capabilities will provide insights into network performance, resource utilization, and compliance status, facilitating informed decision-making.
- **Asset Management:** The NMS will enable effective asset tracking and management, optimizing resource allocation and reducing unnecessary expenditures.
- **Mobile Applications:** Mobile access to network management functions will empower OSG staff to monitor and manage network resources on the go.
- **Multi-Factor Authentication:** Ensuring secure access to the NMS will be a priority, and multi-factor authentication will be a fundamental security feature.
- **API access:** Open APIs will allow seamless integration with other systems and tools, enhancing overall ICT infrastructure efficiency.
- **Unlimited SMS Alerts:** The NMS will provide flexible alerting capabilities through SMS, ensuring that critical events are promptly communicated to relevant personnel.

To accomplish these objectives effectively, the OSG recognizes the need to comprehensively renew and upgrade its Network Management System.

TERMS:

1. *Scope.* - Supply and delivery of eight hundred (800) NMS and RMM Licenses
2. *ABC.* - The Approved Budget for the Contract (ABC) is **Six Million and Five Hundred Thousand Pesos (P6,500,000.00)**, inclusive of all government taxes, charges, and other standard fees.

ICT SUBSCRIPTION			
ITEM	QTY	UNIT COST	TOTAL
Network Management System	1 Lot	6,500,000.00	6,500,000.00

(800 NMS and RMM Licenses)			
TOTAL			₱ 6,500,000.00

3. *Delivery:*
 - a. All items should be delivered within 10 days of receipt of the Notice to Proceed.
4. *Support and Warranty*

ICT SUBSCRIPTION				
Warranty	1 year of updates and support			
Local Support	24 X 7 support through phone, chat, and web-remote assistance for regular and critical incidents			
SLA	SLA Target	Low	Medium	High
	Initial response time and ticket creation	1 working hour	1 working hour	1 working hour
	Resolution	3 working days	2 working days	1 working day
Availability	The system shall be up and running with availability level of 99.75% or with one (1) hour and forty-nine (49) minutes of service downtime per month except for scheduled downtime due to preventive maintenance.			
Rebate	One-tenth (1/10th) of one (1%) of the pro-rated ABC for affected month.			

5. *Schedule of Payment.* - To guarantee the performance by the winning bidder of its obligations under the contract, it shall post a performance security before the signing of the contract. The performance security shall be in an amount not less than the required percentage of the total contract price in any of the following forms and in accordance with the following schedule:

Form of Performance Security	Amount of Performance Security (Not less than the required % of the Total Contract Price)	Statement of Compliance
a) Cash or cashier's/ manager's check issued by a Universal of Commercial Bank.	5%	
b) Bank draft/ guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; <i>however</i> , it shall be confirmed or authenticated by a Universal or Commercial Bank if issued by a foreign bank.	5%	