Procurement of Hybrid Backup Solutions for Endpoints

BID BULLETIN NO. BAC-G-HBS-2022-02

This Bid Bulletin clarifies the queries that were raised during the Pre-bid Conference, with online coverage, on **20 October 2022 at 10:00 AM** at the BCDA Corporate Center and queries sent through e-mail by prospective bidders, as well as other matters relative to the **PROCUREMENT OF HYBRID BACKUP SOLUTION FOR ENDPOINTS.**

QUERIES	CLARIFICATION/S
Clarification In relation to the Bid Data Sheet 5.3(Page 12). Would BCDA accept any completed project related to supply and delivery of Backup solution as a Single Largest Completed Contract (SLCC) within three (3) years prior to the date of submission and receipt of bids?	Based on the Bid Data Sheet 5.3 (Page 12). "For this purpose, contracts similar to the Project shall be: Contract for the Procurement Hybrid Backup Solution The Bidder must have completed a single contract that is similar to this Project, equivalent to at least fifty percent (50%) of the ABC, within three (3) years prior to the date of submission and receipt of bids"
Clarification on the Invitation to Bid Number (ITB)/Reference No./Project ID no. that will be indicated on the following requirement forms; a. Bid Form b. Price Schedule c. Bid Securing Declaration	The Invitation to Bid Number (ITB)/Reference No./Project ID no. to be indicated on the Bid Form, Price Schedule, and Bid Securing Declaration is BG2022-143.
Clarification with regards to signatures in the documents, can BCDA allow e-signatures especially for those who are outside the Philippines, can we accept certificates with e-signature such as Manufacturer's certificate?	Yes, specifically certificates documents outside the Philippines. Notwithstanding, all certificates must be subjected to post-qualification as regards to the authenticity and veracity.
Clarification on the submission of Bid documents - Would like to confirm if we will submit one (1) original and one (1) copy of the bid **or** just one (1) original envelope containing the first and second components of the bid?	Based on the Instruction to Bidders, 15. Sealing and Marking (Page 9). "Each Bidder shall submit one (1) Copy of the first and second components of its Bid."
Clarification on the supplier requirement, does 300 licenses part of compliance of the company? There are solutions that can cover 300 licenses but only 10 licenses will appear.	We require 300 licenses as a minimum requirement. Bidders may bid for a higher number of licenses.

P.O. Box 42, Taguig Post Office
Taguig City, Philippines

Tel: +632 575 1700 • Telefax: +632 816 0996
Website: www.bcda.gov.ph

BCDA Corporate Center
2/F Bonifacio Technology Center
31st St. cor. 2nd Ave. Bonifacio Global City,
Taguig City 1634 Philippines

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In the Technical Specifications part, what does it mean that the supplier must be able to manage several entities? We need more details on this requirement.	The solution must have the capability to manage several Operating systems like Windows, Linux, and MacOS, and almost all brands of desktops and laptops.
In the Technical Specifications part, for resource optimization, there are three kinds of algorithms - is it required for us to comply with all of the algorithm requirements?	Suppliers can comply with any of the following three (3) Algorithms.
Clarification on the cloud antivirus requirement item. Does this mean that a supplier must install cloud antivirus to workstations? Also does the antivirus should be located at the back-end?	The cloud antivirus is part of the security requirement for the project for the protection of the files uploaded to the proposed backup solution and it must be included at the backend of the solution.
Clarification on the TOR/TS in Administration item description " Desktop Laptop backup solution and server administration should be co-manage between BCDA and the winning bidder" Do we have to follow SLA in this specification, I think it will be co-manage?	Both the winning bidder and BCDA will co-managed the administration. No SLA will be needed since only the system administration will be managed, not the files that will be uploaded by the end-users.
Clarification on the TOR/TS in Data Protection Policies Definition item "The proposed solution must be capable of identifying protected files" What are the protected files?	Protected files such as the system files of Microsoft Windows and other operating systems.
Clarification on the request to remove/relax some of the general requirements under the Terms of Reference/Technical Specifications	In Item 4, rephrase to: *Must be capable of block level deduplication at the source, redundant blocks are detected on the agents. Only new or changed blocks are sent over the network.* In Item 6, rephrase to: *Must be capable of integrating to two-factor authentication mechanism, based on existing authentication apps.* Other items will be retained.

Moreover, for clarification purposes, please take note of the following schedule:

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Activities	Date/Schedule
Deadline for Request for Clarification, if any	24 October 2022 (Monday)
Issuance of Bid Bulletin, if any	27 October 2022 (Thursday)
Deadline for Submission of the ff: · **Eligibility Requirements** · **Financial Proposal**	**9:00 AM, 07 November 2022 (Monday)**
Opening of Bids	**10:00 AM, 07 November 2022 (Monday)**

The above changes further amend the bidding documents, accordingly. The Opening of Bids will be held face-to-face at the BCDA Board Room, 2/F Bonifacio Technology Center, 31st corner 2nd Avenue, Bonifacio Global City, Taguig City, with video coverage.

Bidders may choose to attend the Opening of Bids in person or online via zoom.

For those who are attending in person, the following guidelines must be followed:

● A maximum of two (2) persons per participating bidder are allowed to attend the Opening of Bids and will be required to follow the BCDA Health Protocol for Visitors;
● The representative is required to present his/her vaccination card before he/she can be allowed inside the BCDA office;
● Compliance to social distancing, wearing of face masks, and body temperature screening inside BCDA office must be observed; and
● Observers/representatives who show signs of COVID-19 related symptoms such as cough, flu, fever, high body temperature, and sneezing are advised not to proceed to the BCDA Office since they will not be allowed to enter the BCDA premises.

This Notice is being issued pursuant to Section 22.5.2 and 22.5.3 of the 2016 Revised Implementing Rules and Regulations of Republic Act 9184.

Issued on 27 October 2022 (Thursday).

BIDS AND AWARDS COMMITTEE FOR GOODS

By:

JOSHUA M. BINGCANG
Chairperson

P.O. Box 42, Taguig Post Office
Taguig City, Philippines

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Technical Specifications

Item	Unit	Description	Compliance	
			Compliant	Non-compliant
PROCUREMENT OF BCDA HYBRID BACK-UP SOLUTION				
TECHNICAL COMPLIANCE FORM				
Lot 1	300 lics.	**Hybrid Backup Solution (One Year Subscription)**		
		General Requirements:		
		The proposed solution should be capable of backup on disk to remove the chance of media errors.		
		The proposed solution should include the backup solution with the following licenses: - 1 x Backup Server on In-Country Cloud - 300 x Agents for Desktops/Laptops - The backup solution should include the backup server with the following specifications: - Model : In-country Cloud - vCPU : 8GB - RAM : 64GB - Virtual Machine (VM) configuration - 20Mbps Internet Bandwidth allotment - 99.9% availability Assumptions: - 20 GB Backup Quota per Desktop/Laptop (deduplicated and compressed) - processed - 1:5 deduplication and compression ratio		
		Must be capable of automatic backup and should be completely transparent to the end user.		
		Must be capable of deduplicated block mode backup to optimize disk storage and network bandwidth. Backs up only new or changed blocks and stores only one copy of each block optimizing the disk storage.		
		Must be capable of continuous protection, it is possible to define the service level best suited to the criticality of the data since continuous backup frequency ranges from instantaneous protection to daily backup.		
		Must be capable of network optimization, backup mechanism, block level deduplication, should be complemented by the ability to limit bandwidth usage based on the type of connection and adjust the compression mode.		
		Must be capable of autonomous restore, users should have an integrated workplace and wizard to give them autonomy in order to restore their own data; as well as a Web restore interface to restore from anywhere.		
		Must be capable of restore interfaces offer time navigation capabilities that lets users select the version of the files to restore by synchronizing all files at the chosen date and time.		

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31st St. cor. 2nd Ave. Bonifacio Global City,
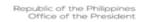Taguig City 1634 Philippines

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		Must be capable of configuration and administration are made from a management console accessible from a web browser.		
		Must be capable of securing the backups made at a remote office, a copy of the information stored can be consolidated in the in country cloud and in the data center for secure copy.		
		Must be capable of monitoring the backup activity and sends mail alerts to the administrators whenever an event is outside of its expected behavior.		
		Must have the ability to delegate Administration rights to certain users or groups of users of the system		
		Must have unlimited Gateway Anti Virus (AV) file size protection. Gateway AV engine without file size limitations.		
		Must be able to manage several entities on the same server with a perfect seal between entities.		
		Must have Cloud AntiVirus (AV) feature to enhance Anti Virus protection together with Gateway Anti Virus.		
		Must be capable of baremetal recovery to recover a complete Windows agent, including system and data.		
		Must have continuous protection of user data and protects open files. Applications such as Microsoft Office do not need to be closed, their files are protected while in use.		
		Must have Windows BitLocker and EFS support. It can backup workstations with disks encrypted by these two technologies.		
	Resources Optimization:			
		The proposed solution must be capable of block level incremental, only changed blocks are backed up.		
		Must be capable of continuous backup so that resources usage is spread over time.		
		Must be capable of customized backup policy, backup administrator can define the important information to be protected by machine or machine type.		
		Must be capable of choosing the compression algorithm (BROTLI/ZLIB/LZMA) according to the element you want to favor CPU or network performance.		
		Must be capable of block level deduplication, only one copy of each block is stored to reduce the disk space used.		
		Must be capable of automatic purging, depending on the retention period defined in the protection schemes, obsolete data blocks are automatically removed from the disk storage.		
		Must be capable of block level deduplication at the source, redundant blocks are detected on the agents. Only new or changed blocks are sent over the network.		
		Must be capable of asynchronous communication, the communication protocol between agents and the server is optimized so that the source deduplication does not impinge on the available network bandwidth.		
		Must be capable of controlling the bandwidth, the maximum bandwidth consumed can be configured at the policy level.		
		Must be capable of boost mode to allow end users to allocate more resources to the backup. It helps speed up the backup for mobile workstations rarely connected on the LAN.		
	Administration:			
		The proposed solution should have centralized administration.		
		Must be capable of definition of data protection policies.		
		Must be capable of organizing agents per profile, operating system, and location.		

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Description		
Must be capable of monitoring server activity and agent activity.		
Desktop/Laptop backup solution and server administration should be co-manage between BCDA and the winning bidder.		
Data Protection Policies Definition:		
The proposed solution should be capable of defining a retention period during which versions of a backed up file are stored. Beyond this period at least one version of each file will be retained.		
Must be capable of defining a destination where the server or selected agents are going to be replicated.		
Must be capable of defining quota limits that you can set on either the number of, or the volume of files backed up per agent to contain the disk space required for the backups.		
Must be capable of a recovery point objective (RPO) to determine the frequency of backup versions, from one minute to one day.		
Must be capable of settings to give authorization or prohibits users to modify their backup profile.		
Must be capable of compression setting lets you choose the compression algorithm best suited for the network connection (BROTLI, ZLIB, or LZMA).		
Must be capable of bandwidth throttling to limit the network bandwidth used by the agents.		
Must be capable of encryption mode (for example you can enable encryption when the connection is WAN for mobile workstations and disable it when the machines are connected to the LAN).		
Must be capable of backup restriction to suspend backups depending on the mode of network connection.		
User and Rights:		
The proposed solution must be capable of administration rights delegation to delegate administrative rights to certain users depending on the level of responsibility that can be assigned to users.		
Must be capable of integration with enterprise directories (Active Directory or LDAP) to simplify user management.		
Monitoring:		
The proposed solution must be capable of monitoring backup server activity (CPU, memory, storage, network) in real time, and provides a list of events that have occurred on the backup server. It also displays the data deduplication rate and the estimated date when your disk will be full.		
Must be capable of alarm notification by sending email to the administrator or to a distribution list.		
Must have audit logs to enable the administrator to trace all server configuration modifications.		
Must be capable of exporting logs to syslog as a logging standard used to secure and centralize log data.		
Backup Reports and Statistics:		
The proposed solution must have a statistics interface that allows to monitor backup, restore, block cleaning performances as well as the replication progress.		
Must have backup reports that can be generated to monitor the backup activities of your laptop/desktop fleet.		
Data Protection Management and Security:		
The proposed solution must be capable of identifying protected files.		
Must have a dashboard that provides users with information on the protection status of their workstation, the connection status to the server, the operations in progress, as well as access to various user features.		

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		Must have restore wizard to guide users through restore operations.		
		Must be capable of searching and restoring files by browsing the backup tree.		
		Must be capable of restoring data from another workstation to the current workstation.		
		Must be capable of restoring data to another workstation.		
		Must be capable of administrator can impose backup rules and choose which directories and files to include and exclude.		
		Must be capable of administrator can give users the right to add and/or exclude files and directories on their own, giving users some flexibility while ensuring effective protection of sensitive data.		
		Must be fully integrated with the agent desktop (file explorer, finder).		
		Must be capable of right-clicking a file to get the list of available versions for a folder or file and to restore it either to its original location or to an alternate location of user choice.		
		Must be capable of time navigation to see the content of a directory at a past date.		
		Must be capable of retrieving files via a Web interface secured by a password.		
		Must be capable of restoring files from computer, tablet or phone.		
		Must have simplified operating system that serves as an emergency boot platform and can be used to boot on the new workstation.		
		Must be capable of bare metal restore wizard for windows operating system to choose the original agent and image to restore.		
		Must be capable of integrating to two-factor authentication mechanism, based on existing authentication apps.		
		Must be capable of providing a self-signed certificate to connect to the web interfaces.		
		Must be capable of agents communicate and send their data to the backup server via the HTTP or HTTPS protocol.		
		Must be capable of HTTPS connection, data is always encrypted with a symmetric 256-bit key.		
		Must be capable of disk space hosting all the backups are encrypted.		
		Replication:		
		The proposed solution must be capable to fully replicate the backup data and metadata to a secondary backup server located on-premise.		
		Must be capable of sending data to the secondary backup server that is already deduplicated to optimize network usage.		
		Must be capable of recovering the primary backup server from the secondary backup server in the event of a failure.		
		Must be capable of replication that can be backup server-level, i.e. data from all agents on the backup server is replicated, or agent-level, only data from selected agents is replicated.		
		Compatibility:		

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		The proposed solution should support the following operating systems for: Windows: Vista Windows 7 Windows 8 Windows 8.1 Windows 10 Windows 11 Windows Server 2008 Windows Server 2008 R2 Windows Server 2012 Windows Server 2012 R2 Windows Server 2016 Windows Server 2019 MacOS : macOs 10.14 (Mojave) macOs 10.15 (Catalina) macOS 10.16 (Big Sur) macOS 10.17/12.0.1 (Monterey) Linux		
		Provider Qualification:		
		Implementation and Support Engineers should have certifications on the solution being proposed.		
		The supplier must be an authorized service partner and reseller of the products/units/solution being offered. Please present proof of certification: Distributorship Certificate and/or Manufacturer's Authorization Form (MAF), etc.		
		Project Scope:		
		Delivery, Installation, Configuration, Co-Management		
		Training: 2 x 4 hours Knowledge Transfer for IT Admin (10)-onsite, 1 x 2 hours for End users (online).		

Bidder's Authorized Representative:

Signature over Printed Name

Principal Bidder / Supplier

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