

July 6, 2023

REQUEST FOR QUOTATION

The **TOURISM PROMOTIONS BOARD** invites you to submit quotations for the item/s listed below:

RFQ No. **TPB-RFQ 2023-07-143**

PR No. **6.086**

Requirements : **Supply and Delivery of Remote Support Software License**

Quantity	Item/Description	Estimated Unit Price	Total Cost (PhP)
1 Lot	<p>SCOPE OF WORK/SERVICES/DELIVERABLES</p> <ul style="list-style-type: none"> Provision of Professional Remote Support Software for the Tourism Promotions Board valid for twelve (12) months Supported platforms <ul style="list-style-type: none"> Desktop app: Windows, Mac OS, Linux Mobile app: iOS, iPadOS, Android Web app: Microsoft Edge, Google Chrome, Mozilla Firefox, Apple Safari User and device management <ul style="list-style-type: none"> Management Console up to 30 licensed users up to 500 managed devices up to 15 device policies set device policies via API build a directory of contacts and computers with support for grouping customized device information mass deployment via scripts user management device management dedicated connection groups find nearby contacts group sharing Remote administration <ul style="list-style-type: none"> Secure Unattended Access VoIP, video, and chat during remote control session Unlimited devices to connect from Up to 3 concurrent connections/sessions at a time Remotely access and control devices Custom branding Define a set of steps/procedures to perform remotely with one click Remote installation of application host Session handover and assigning cases to other technicians 		Php136,500.00

TOURISM PROMOTIONS BOARD PHILIPPINES

4th Floor, Legaspi Towers 300, Roxas Boulevard corner P. Ocampo, Sr. St., Malate, Manila 1004 Philippines
Tel: +63 2 8525.9318 to 27 • Fax: +63 2 8521.6165 / 8525.3314 • Email: info@tpb.gov.ph • Website: www.tpb.gov.ph

	<ul style="list-style-type: none"> ▪ Invite additional participants ▪ Service queueing ▪ Service case notification ▪ Service case reporting ▪ Request support by clicking a desktop icon ▪ User account control support ▪ Record and playback remote sessions ▪ Device and user access reporting • Remote access <ul style="list-style-type: none"> ▪ Secure Unattended Access ▪ VPN to share files and access remote PC resources ▪ Remote printing ▪ Remote sound ▪ Black screen and block remote input ▪ Wake-on-LAN ▪ Setup connections through a proxy server ▪ Multiple monitor support • Security <ul style="list-style-type: none"> ▪ Granular access management ▪ 256-bit end-to-end encryption ▪ Trusted devices ▪ Two-factor authentication ▪ Blacklisting and whitelisting • Support and Managed Services <ul style="list-style-type: none"> ▪ 8 x 5 support for the duration of the subscription ▪ Service window: Monday to Friday, 9:00 AM to 6:00 PM ▪ unlimited email and phone support during the service window ▪ Phone and Email Support: same day response time ▪ Online Remote Support: next business day response time ▪ 20half day online product knowledge refresher <p>TECHNICAL REQUIREMENTS:</p> <ol style="list-style-type: none"> 1. Company Profile (for new bidder) 2. Accomplished Statement of Compliance to the Technical Specifications 3. List of completed and ongoing similar projects for at least five (5) years 4. Authorize Reseller Certificate of the said product <p>LEGAL REQUIREMENTS:</p> <ol style="list-style-type: none"> 1. PhilGEPS Registration Certificate 2. Business/Mayor's Permit 3. SEC/DTI Certificate of Registration 4. Notarized Revised Omnibus Sworn Statement "Annex B" 		
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	ATTCHMENTS: <ol style="list-style-type: none"> 1. Statement of Compliance to the Technical Specifications "Annex A" 2. Notarized Revised Omnibus Sworn Statement "Annex B" NOTE: <ol style="list-style-type: none"> 1. All entries must be typewritten in your company letterhead. 2. Price Validity shall be for a period of <u>thirty (30)</u> calendar days. 		
Terms	30 days from receipt of Invoice		
Delivery	7 days upon receipt of NTP		
ABC	The approved budget for the contract (ABC) is PhP136,500.00 inclusive of all applicable taxes.		PhP136,500.00

Please submit your **quotation and legal** documents duly signed by your authorized representative to email address soleil_fajardo@tpb.gov.ph not later than **12 July 2023 at 5:00 PM**, subject to the Terms and Conditions stated herein and the shortest time of delivery.

Please be informed that the Tourism Promotions Board is evaluating our suppliers' performance based on these criteria: Quality (40%), Cost (25%), Timeliness (25%), and Customer Service (10%).
Thank you very much.



ROSSELLE D. ROMERO
06 July 2023
Acting Head, Procurement and General Services Division

Contact person: Soleil Moon A. Fajardo
Contact number: 02 8525 – 7312 loc. 278

STATEMENT OF COMPLIANCE TO THE TECHNICAL SPECIFICATIONS

SUPPLY AND DELIVERY OF REMOTE SUPPORT SOFTWARE LICENSE

TPB-RFQ 2023-07-143

Bidder must state here either "Comply" or "Not Comply" against each of the individual parameters of each specification.

ITEM	SPECIFICATION	STATEMENT OF COMPLIANCE (COMPLY/NOT COMPLY)
SCOPE OF WORK/SERVICES/DELIVERABLES		
1.	Provision of Professional Remote Support Software for the Tourism Promotions Board valid for twelve (12) months	
2.	Supported platforms: <ul style="list-style-type: none"> • Desktop app: Windows, Mac OS, Linux • Mobile app: iOS, iPadOS, Android • Web app: Microsoft Edge, Google Chrome, Mozilla Firefox, Apple Safari 	
3.	User and device management: <ul style="list-style-type: none"> • Management Console • up to 30 licensed users • up to 500 managed devices • up to 15 device policies • set device policies via API • build a directory of contacts and computers with support for grouping • customized device information • mass deployment via scripts • user management • device management • dedicated connection groups • find nearby contacts • group sharing 	
4.	Remote administration: <ul style="list-style-type: none"> • Secure Unattended Access • VoIP, video, and chat during remote control session • Unlimited devices to connect from • Up to 3 concurrent connections/sessions at a time • Remotely access and control devices • Custom branding • Define a set of steps/procedures to perform remotely with one click • Remote installation of application host • Session handover and assigning cases to other technicians • Invite additional participants • Service queueing • Service case notification • Service case reporting • Request support by clicking a desktop icon • User account control support • Record and playback remote sessions • Device and user access reporting 	

5.	Remote access: <ul style="list-style-type: none"> • Secure Unattended Access • VPN to share files and access remote PC resources • Remote printing • Remote sound • Black screen and block remote input • Wake-on-LAN • Setup connections through a proxy server • Multiple monitor support 	
6.	Security: <ul style="list-style-type: none"> • Granular access management • 256-bit end-to-end encryption • Trusted devices • Two-factor authentication • Blacklisting and whitelisting 	
7.	Support and Managed Services: <ul style="list-style-type: none"> • 8 x 5 support for the duration of the subscription • Service window: Monday to Friday, 9:00 AM to 6:00 PM • unlimited email and phone support during the service window • Phone and Email Support: same day response time • Online Remote Support: next business day response time • 20half day online product knowledge refresher 	
PROJECT IMPLEMENTATION SCHEDULE		
1.	Must be delivered within seven (7) calendar days upon receipt of Notice to Proceed, after which liquidated damages shall be imposed. The subscription shall be effective for twelve (12) months from the date of commencement	
TERMS OF PAYMENT		
1.	Payment will be on a send-bill arrangement to be settled within thirty (30) calendar days upon receipt of a billing statement and complete supporting documents (delivery software licenses, certificate of completion and acceptance signed by the MIS Department Head) subject to usual accounting rules and regulations.	
2.	Payments will be made through a Landbank of the Philippines (LPB) deposit. In case the supplier does not have an LBP account, bank charges will be shouldered by the supplier.	
CONTRACT DURATION		
1.	The effectivity of the Contract shall commence from the date of receipt of the Notice to Proceed (NTP) until the completion of the deliverable/services	

I hereby certify to comply and deliver all of the above requirements.

Name of Company

Signature over Printed Name
of Authorized Representative

Date

Omnibus Sworn Statement (Revised)
[shall be submitted with the Bid]

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; and
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 examining all of the Bidding Documents;
 - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
 - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d. Inquiring or securing 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.
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.**

IN WITNESS WHEREOF, I have hereunto set my hand this __ day of __, 20__ at _____, Philippines.

[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]

[Insert signatory's legal capacity]

Affiant

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]