LANDBANK

SUPPLEMENTAL/BID BULLETIN NO. 2
For LBP-ICTBAC- ITB-GS-20250422-01

PROJECT : **11,000 Licenses for Patch Management Solution with One (1) Year Subscription, Maintenance and Support Services for Field Units**

DATE : **10 June 2025**

This Supplemental/Bid Bulletin is issued to modify, amend and/or clarify certain items in the Bid Documents. This shall form an integral part of the Bid Documents.

1. Change the date of bid submission and opening of bids.

   A. Bid Submission

From	To
13 June 2025 at 10:00 AM	**20 June 2025 at 10:00AM**

   B. Bid Opening

From	To
13 June 2025 at 10:15 AM	**20 June 2025 at 10:15 AM**

2. Terms of Reference (Annex D-1 to D-5) have been revised. Copy of said revised portions of the Bidding Documents is herein attached.

3. The bidder/s are encouraged to use the Bid Securing Declaration as Bid Security.

SVP MARILOU L. VILLAFRANCA
Chairperson, ICT-BAC

Minimum Technical Specifications and Terms of Reference
11,000 License with a One (1) Year Subscription for Patch Management, including Maintenance and Support Services for Field units

No.	Technical Specifications	Compliance
General Specifications		
1	The Patch Management Solution (PMS) should support an on premise and cloud Central Management Console for Patch Management and can support minimum of 11,000 endpoints.	
2	The PMS should support Windows 10, Windows 11 & Windows Server 2016 and later versions.	
3	The PMS should support patching of heterogenous endpoints such as laptops, desktops, servers, and virtual machines (VMWare/Hyper-V).	
4	The PMS must be globally recognized for patch management & has been in the Philippine Market for atleast 10 years.	
5	The PMS must not require an Internet connection on target workstations to function at maximum efficiency.	
6	The PMS should have a backup and restoration capability in the event of application server or database issue.	
7	The PMS should be compatible with the existing security solutions installed on field units' endpoints.	
Technical Requirements		
	Deployment	
8	Installation of endpoint agent must support Group Policy, installation package, deployment scripts, discovery or any other standard software distribution tools.	
9	The PMS should be able to discover machines across different domains and be able to silently deploy agent to discovered machines using the management console.	
10	Endpoint agent can be deployed silently thru remote batch deployment or management console using .msi or .exe format.	
11	The PMS should be able to identify unmanaged endpoints or endpoints without an agent installed. Agent installation can be pushed thru management console once detected.	
12	Version update or any needed patches can be done seamlessly and silently thru remote batch deployment or thru management console.	
	Management, Administration and Reporting	
13	The PMS must have an on premise central management for unified policies, centralized reporting, tasks execution within a single dashboard/console.	
14	The PMS should be able to set a hierarchy of groups such as Organization, site, agent group.	
15	Notification and alerts (such as but not limited to: availabilty of critical updates, Failure of patch deployment to endpoints) can be configured to be delivered via bank's Email & Agent notification.	
16	The PMS must have an option for on demand, real-time and scheduled deployment of patches.	

17	The PMS should give the administrator the control to choose on what patch to deploy and what patch to blacklist.	
18	The PMS should have the option to revert deployed patches.	
19	The PMS should be able to deploy patches on turned off end-user machines using the Wake On LAN protocol.	
20	The PMS should be able to perform file transfer, software and scripts deployment.	
21	The PMS shoud be able to display monitoring in a dashboard.	
22	The PMS should be able to monitor critical processes, services, cpu, memory, disk space, software and hardware changes of endpoints.	
23	The PMS should be able to perform software and hardware inventory of endpoints.	
24	The PMS reports should be customizable or be tailored-fit based on the requirement-on-hand.	
25	The PMS should have reports readily available on an on-demand or per need basis that will help the administrator keep track of the status of software fixes and patches on individual systems.	
26	The PMS should provide reports on updated and outdated endpoints, successful and unsuccessful patch count and patch status per endpoint or per group.	
27	The PMS should be able to generate reports on any of the following file formats: PDF, HTML, Excel.	
28	The PMS should be able to provide compliance reports on applied patches.	
29	The PMS must support exporting the logs to formats which allows for graphical analysis. The solution provider shall state the supported formats.	
30	The PMS should be capable of establishing a remote control session to a managed device securely via a non-standard port (i.e., TCP port 5721) to prevent inherent vulnerabilities present in common ports.	
31	The PMS should be able create multiple session of remote control.	
32	The PMS should be able to record a remote session.	
33	The PMS should be capable to access remote systems and perform troubleshooting on the background without disturbing the user.	
	System Security Features	
34	The PMS should have strong access control features (ability to control and manage machines is limited by both role and scope).	
35	The PMS must support secure communication between management console and endpoints via a non-standard port (i.e., TCP port 5721) to prevent inherent vulnerabilities present in common ports.	
36	The PMS should offer an optional system tray application which allows the end user to disable or enable remote control to the system.	
37	The PMS should require logging into the system each time a technician remote administers, perform an action, or otherwise manages a system.	
Warranty		
38	One (1) year maintenance and support services shall cover all patch & version updates, quarterly preventive maintenance, health check and any corrective maintenance needed during the warranty period.	

Other Requirments		
39	The winning bidder must provide unlimited email, phone and remote support, with onsite support whenever necessary.	
40	Quarterly product health check report within the coverage period.	
41	The PMS must work/integrate with the bank's existing appliance: 1. Network Time Protocol Appliance 2. Security Information Event Management Solution 3. Network Access Control solution 4. Endpoint/Server Protection Platform 5. Vision One XDR 6.Backup Solution.	
42	The bidder must comply with the requirements in relation to the Third Party/Vendor Assessment conducted by the Bank internal and external audit such as Bangko Sentral ng Pilipinas (BSP), Commission on Audit (COA), etc.	
43	The supplier must notify the Bank's IT personnel of any related cyber security supply chain incident such as, but not limited to compromise/breaches involving the supplier/client data, the product hardware or software, etc. It must be reported within a risk-informed time frame of 24 hours upon learning of the incident.	
44	Inclusive of comprehensive administration, configuration and management training for at least 10 bank personnel with certification from the principal within 6 months after the issuance of NTP.	
Bidder's Eligibility Requirements		
45	Securities and Exchange Commission (SEC) Registration as proof that the bidder has at least ten (10) years of existence in the IT industry.	
46	The vendor must have a minimum of five (5) years of experience in the deployment and management of the bank's existing Endpoint Protection Platform and must be an active Expert Partner (provide certification). The Endpoint Protection Platform should be an official technology partner of the proposed PMS solution.	
47	The bidder must be an authorized reseller of the brand/services being offered. The bidder must submit certification from the principal.	
48	The bidder must have a dedicated Project Manager (PM) employed with the bidder, with at least three (3) years work experience on how to handle IT projects, to oversee the proposed project. The bidder must submit the following documents for the given PM: - Resume/Curriculum Vitae - Certificate of Employment - List of Projects Handled [including End-User/Client Company Name, Project Name, Project Duration (start date and end date)]	

49	The bidder must have at least two (2) Local Certified solution professional/specialist/engineer , with at least three (3) years work experience and have handled the PMS/project for at least two (2) years, to support the reconfiguration and provide online/onsite support. The bidder must submit the following documents for the given IT engineers: - Resume/Curriculum Vitae - Certificate of Employment - List of Trainings/Seminars attended (including Administration for Endpoint Protection Training/seminar)	
50	The bidder must have at least two installed bases in the Philippines and have managed at least 10,000 combined licenses of the same product or solution. These installed bases must be a BSP supervised/regulated Financial Institution (Banks or Non-Bank Financial Institutions). Project client name, address, contact person, contact number, and email address must be included.	
51	The bidder must submit Certificate of Satisfactory Performance from two (2) companies with the same product/services being offered including contact numbers and email addresses.	
52	The bidder must submit the Detailed Escalation Procedure and Support Plan Flow Chart. The bidder must have a local HelpDesk support to provide 24 x 7 technical assistance on product & threat inquiries. The bidder must have a team of at least 10 certified security professionals (or similar) for deployment, and at least two certified solutions specialists, network security architects, or similar, for design.	
53	The bidder must submit Business Continuity Plan (BCP) that will support the operations of a Commercial or Universal Bank and List of Updated Technical Support (including names, contact numbers and email addresses).	
Delivery/Contract Period		
54	Supply, Delivery, Installation and Configuration should be completed within 60 calendar days after the receipt of the Notice to Proceed.	
Payment Terms and Conditions		
55	Payment for license subscription shall be made after the completion of delivery, set-up & configuration. Pursuant to Malacañang Executive Order No. 170 (Re: Adoption of Digital Payments for Government Disbursements and Collections) issued on 12 May 2022, directing all government agencies to utilize safe and efficient digital disbursement in the payment of goods, services and other disbursements, all payments for this Contract shall be through direct credit to the supplier's deposit account with LANDBANK. Thus, the supplier shall maintain a deposit account with any LANDBANK Branch where the proceeds of its billings under this Contract shall be credited.	

49	The bidder must have at least two (2) Local Certified solution professional/specialist/engineer , with at least three (3) years work experience and have handled the PMS/project for at least two (2) years, to support the reconfiguration and provide online/onsite support. The bidder must submit the following documents for the given IT engineers: - Resume/Curriculum Vitae - Certificate of Employment - List of Trainings/Seminars attended (including Administration for Endpoint Protection Training/seminar)	
50	The bidder must have at least two installed bases in the Philippines and have managed at least 10,000 combined licenses of the same product or solution. These installed bases must be a BSP supervised/regulated Financial Institution (Banks or Non-Bank Financial Institutions). Project client name, address, contact person, contact number, and email address must be included.	
51	The bidder must submit Certificate of Satisfactory Performance from two (2) companies with the same product/services being offered including contact numbers and email addresses.	
52	The bidder must submit the Detailed Escalation Procedure and Support Plan Flow Chart. The bidder must have a local HelpDesk support to provide 24 x 7 technical assistance on product & threat inquiries. The bidder must have a team of at least 10 certified security professionals (or similar) for deployment, and at least two certified solutions specialists, network security architects, or similar, for design.	
53	The bidder must submit Business Continuity Plan (BCP) that will support the operations of a Commercial or Universal Bank and List of Updated Technical Support (including names, contact numbers and email addresses).	
Delivery/Contract Period		
54	Supply, Delivery, Installation and Configuration should be completed within 60 calendar days after the receipt of the Notice to Proceed.	
Payment Terms and Conditions		
55	Payment for license subscription shall be made after the completion of delivery, set-up & configuration. Pursuant to Malacañang Executive Order No. 170 (Re: Adoption of Digital Payments for Government Disbursements and Collections) issued on 12 May 2022, directing all government agencies to utilize safe and efficient digital disbursement in the payment of goods, services and other disbursements, all payments for this Contract shall be through direct credit to the supplier's deposit account with LANDBANK. Thus, the supplier shall maintain a deposit account with any LANDBANK Branch where the proceeds of its billings under this Contract shall be credited.	