

**TERMS OF REFERENCE
OFFICE OF THE SOLICITOR GENERAL**

Network Management System

Background:

The Office of the Solicitor General is developing its capabilities in providing a robust **NETWORK MANAGEMENT SYSTEM** to improve visibility and monitoring its networking assets.

As the Office of the Solicitor General's ICT infrastructure and systems continue to expand, there is a greater need to be able to efficiently monitor and maintain its network resources across OSG offices. A Network Management System will allow the Office of the Solicitor General to effortlessly and remotely monitor and manage its various network equipment and peripherals.

Objective:

The Office of the Solicitor General requires a **NETWORK MANAGEMENT SYSTEM** for network monitoring, policy enforcement, inventory & compliance audit, software management, remote access support, User Administration Tools, Reporting Tools, Asset Management, Mobile Application, 2-Factor Authentication, Access to API, Unlimited SMS alerts.

To meet its objective, the Office of the Solicitor General seeks to acquire a comprehensive **NETWORK MANAGEMENT SYSTEM**.

The budget for this project is Six Million Five Hundred Thousand Pesos (Php 6,500,000.00).

For the procurement of Network Management System:

Item	Specification / Particular	Statement of Compliance
1	The bidder must have completed, within the last 3 years from the date of submission and receipt of at least one (1) single contract of similar nature amounting to at least fifty percent (50%) of the ABC; or the prospective bidder should have completed at least two (2) similar contracts and the aggregate contract amounts should be equivalent to at least fifty percent (50%) of the ABC; and the largest of these similar contracts must be equivalent to at least half of the fifty percent (50%) of the ABC as required.	
2	The bidder shall submit a valid and current Certificate of Distributorship/Dealership/ Resellership of the product being offered, issued by the principal or manufacturer of the product (if bidder is not the manufacturer). If not issued by the	

	manufacturer, must also submit certification/ document linking bidder to the manufacturer.	
3	The bidder shall have at least Three (3) personnel that can support the solution being offered with a certification.	

Network Management System Technical Specifications:

ITEM	QTY	UNIT COST	TOTAL
Network Management System (800 NMS and RMM Licenses)	1 Lot	6,500,000.00	6,500,000.00
SUB TOTAL			₱ 6,500,000.00

ITEM	SPECIFICATIONS	COMPLY/ NOT COMPLY
PERFORMANCE AND NETWORK MONITORING		
General Features	Solution should be able to monitor processes and services	
	Solution should be able to monitor system performance such as CPU, Memory, Disk and Bandwidth Utilization	
	Solution should be able to monitor hardware and software changes	
	Solution should be able to monitor IP devices uptime and downtime	
	Solution should be able to monitor Windows, VMware, Mac and Linux	
	Solution should be able to trigger an alarm, file a ticket, send an email and run a procedure when an alert is detected	
	Solution supports Port status, port map monitoring, and SNMP traps	
	Solution should identify device roles automatically; identified based on device characteristics	
	Supports NetFlow, jFlow, sFlow, IPFIX	
	Solution should be able to display monitoring in a dashboard	
	Solution should be able to provide reports of triggered alerts	

	Solution should be able to provide seamless navigation and provide detailed statistics and status listed in the systems	
Provides user defined real time monitoring	Alerts	
	Event Log Alerts	
	Monitor sets	
	SNMP sets	
	System check	
	Log monitoring	
	Monitoring of IP Devices	
	Monitors changes in the configuration of the IT system and provides alerts if a change has occurred.	
	Provides alerts via tickets, email, dashboard or run a procedure.	
	Alert on specific file changes and protection violations. Monitor devices online/offline status	
	Monitor system performance (CPU, Disk Space, Memory)	
	Monitor Processes	
	Monitor Services	
	Monitor Hardware and Software Changes	
Alert message and recipient configuration		
Automated Network Discovery	Automatically discover all network devices	
Dashboard	Offers view of alerts summary per system (device)	
	Ability to group systems together	
	Customize alerts	
	Clickable Dashboards	

OTHER IMPORTANT FEATURES		
AGENT DEPLOYMENT		
Deployment	Deploy Agent Remotely thru Active Directory	
	Deploy Agent via URL Link and can be distributed thru corporate email notification	
	Deploy Agent using 3 rd party application/tool	
	Deploy Agent thru distribution of copies using any medium (like USB drive, CD etc..)	
	Deploy Agent thru sharing of URL link in the corporate authorized conferencing tool	
	Deploy Agent thru sharing of downloaded file in the corporate on-premise repository to avoid using corporate internet bandwidth	
Agent Installer	Can Bind Administrator Credential inside the Agent package	
	Can Automatically group machine base in Agent package	
SUPPORTED DEVICES		
Workstations, Servers Platform supported	Windows 8/8.1/10 and future windows OS release	
	Windows Server 2008/2008 R2/2012/2012 R2/2016 and future Windows Server releases	
	Apple OS X version 10.7.5 through 10.9 or above.	
	Network Devices - Routers, Switches, Printers and other IP-based devices.	
	Any SNMP enabled device	
AGENT PROCEDURE		
Procedure Creation	Create IT Procedures/Scripts.	
	Automatically distribute procedures to manage machines, groups of machines within a Local Area Network and/or Remote systems.	
	Able to run CMD, PowerShell, Batch File, VB script, Java Scripts, ShellScripts commands in 32 and 64 bit analogy	
Automated Remediation	Automatically run procedures triggered by an alert (via Real-time monitoring of critical applications, services, event logs) offering automated remediation of issues.	
Scheduling	Schedule procedures to run automatically	

Application Deployment	Deploy Microsoft and non-Microsoft applications	
Policy Enforcement/ Configuration Management	Deploy and enforce system policies, configuration, e.g. block control panel, block USBs via Machine, groups of Machine within a Local Area Network and Remote systems.	
File Distribution	Automatically get and distribute files to and from systems connected locally and remotely.	
INVENTORY, ASSET DISCOVERY AND AUDIT		
	Offers comprehensive audit of each system - Hardware, Software Inventory.	
Hardware Inventory	Solution should be able to inventory hardware information such as:	
	System Information (Manufacturer, Device Name, OS Version, Model, Product Key, Serial Number)	
	Chassis (Chassis Manufacturer, Chassis Type, Chassis Version, Chassis Serial Number, Chassis Asset Tag)	
	Network Information (IPv4 Address, IPv6 Address, Subnet)	
	Mask, Default Gateway, Connection Gateway, Country, IP	
	Information Provider, MAC Address, DHCP Server, DNS server	
	BIOS Information (Vendor, Version, Release Date)	
	CPU/RAM Information (Processor Manufacturer, Processor Family, Processor Version, Number of Physical and Logical Cores, CPU Speed, CPU max Speed, RAM, Max Memory Size, Max Memory Slots)	
	On Board Devices	
	Port Connectors	
	Memory Devices per Slot	
	System Slots	
	Printers Installed on the system	
	PCI and Disk Hardware	
	Disk Volumes	
Disk Partitions		

	Disk Shares	
	Network Adapters (Name/Brand, Throughput)	
Software inventory	Solution should be able to inventory software information such as	
	Software Licenses (Publisher, Title, Product Key, License Key, Version)	
	Installed Applications (Application, Description, Version, Manufacturer, Product Name, Directory Path, File Size, Last Modified)	
	Add/Remove (Application Name, Uninstall String)	
	Startup Apps (Application Name, Application Command, User Name)	
	Security Products (Product Type, Product Name, Manufacturer, Version, Active, Up to Date)	
System Information	Solution should be able to inventory system information such as	
	IP information	
	Disk volume information including drive letters	
	Space available, volume labels	
	PCI and drive hardware information including models, and user editable notes for each device	
	CPU and RAM information with specifics on, CPU speeds, models, number, and ram installed,	
	Printer information with Name, Port and Model	
Custom Fields	Can add additional information Manually or Automatically	
PATCH MANAGEMENT		
General Features	System Compatibility. Whether, the application is agent-based or agent-less it should have a less impact on the performance, stability and compatibility with the current operating environment especially if this will be deployed across a large number of assets or machines.	
	Cross-platform support to patch Windows, Mac and Linux operating systems.	
	Ease of deployment and maintenance. The easier the patch management solution is to deploy and maintain, the lower the implementation and ongoing maintenance costs to the organization.	