**University of the Philippines Manila**
*The Health Sciences Center*
**BIDS & AWARDS COMMITTEE 1 (BAC 1)**

Proj. Ref. No.: **BAC1-2023-11-0117**      Opening of Bids: **26 January 2024**
End-User: **INFORMATION TECHNOLOGY OFFICE**      Total ABC: **Php11,000,000.00**
Project Title: **SUPPLY, DELIVERY, INSTALLATION AND COMISSIONING OF CLOUD-BASED ENDPOINT SECURITY SOLUTION (ANTIVIRUS SOFTWARE) FOR VARIOUS DEPARTMENT/SECTIONS WITHIN PGH**
Contract: **SINGLE BID**

| Item No. | Qty. | UOM | Item Description | Unit Cost (PhP) | Quotations (all taxes included) | |
| --- | --- | --- | --- | --- | --- | --- |
| | | | | | In Figures | In Words |
| 1 | 1 | Lot | **I. Cloud-Based Endpoint Security Solution (Antivirus Software) for various department/sections within PGH.** | 11,000,000.00 | | |
| | | | **II. SCOPE OF WORK:** **1. Installation, testing and commissioning** of a Cloud-Based Endpoint Security Solution for 1,100 computer units and 12 Servers/ Virtual Machines (VM) of PGH. **2. Must be able to provide the following services:** • 24/7 expert-led threat monitoring and response • Compatible with third-party security products • Weekly and monthly reporting • Monthly intelligence briefing that provides insights into the latest threat intelligence and security best practices. • Account Health Check • Expert-led threat hunting • Threat containment: attacks are interrupted, preventing spread | | | |

Approved by:

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**Dean CHARLOTTE M. CHIONG, MD, PhD**
*Chairperson*

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| | | | • Uses full Extended Detection and Response (XDR) agent (protection, detection, and response) or XDR Sensor (detection and response)<br>• Direct call-in support during active incidents<br><br>**III.    TECHNICAL SPECIFICATIONS:**<br><br>-  **Multi-Platform Support**<br>• Support Windows 10 with backward compatibility, Mac and Linux.<br>• Endpoint protection for Windows, Mac, and Linux machines must be managed from one management console.<br><br>-  **24/7 Threat Detection and Response**<br>• Must have a fully managed 24/7 service delivered by experts who detect and respond to cyberattacks targeting your computers, servers, networks, cloud workloads, email accounts, and more. | | | |

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| | | | - **Cybersecurity Delivered as a Service**<br>- Enabled by XDR capabilities that provide complete security coverage wherever your data reside, the Manage Detection and Response (MDR) Service must be able to:<br> • Detect more cyber threats than security tools can identify on their own<br> • Must have tools that automatically block 99.98% of threats, which enables MDR analysts to focus on hunting the most sophisticated attackers that can only be detected and stopped by a highly trained human.<br> • Take action on your behalf to stop threats from disrupting your business<br> • MDR analysts detect, investigate, and respond to threats in minutes — whether you need a full-scale incident response or help making accurate decisions.<br><br>- **Machine-Accelerated Human Response**<br> • Must be able to fuse machine learning technology and | | | |

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| | | | expert analysis for improved threat hunting and detection, deeper investigation of alerts, and targeted actions to eliminate threats with speed and precision. <br><br> - **Service Level Targets** <br> - Must have established Service Level Targets (SLTs) to ensure that the team is meeting your expectations and providing the best security service to protect your business. SLTs are designed to provide guidelines around timing expectations for case creation and response actions resulting from investigations. <br><br> Must have the following SLTs: <br> • Target time for Case Creation - 2 minutes from Detection <br> • Target time for initial Response Action - 30 minutes from Case creation <br><br> - **Integrated Management** <br> • Must have a unified console for managing multiple products such as Advanced Endpoint Protection, Email Gateway, Server Security, Mobile Control, Network | | | |

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| | | | Firewall, Wireless, Encryption, Public Cloud Protection, XDR, and Managed Detection & Response.<br>• All settings for these products including policies must be configured from a single management console without the need to access additional consoles.<br>• Windows, Mac, and Linux machines must be managed from one management console.<br>• Detection and response features including threat analysis, threat detection, threat investigation, and managed threat response dashboard must be in a single console as the endpoint & server protection and other managed solutions.<br>• Must have the option to set up a local cache updating server within the on-premise network environment to minimize large software engine update. Relay must communicate all policy and reporting data to the management console. | | | |

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Project       **SUPPLY, DELIVERY, INSTALLATION AND**
Title:        **COMISSIONING OF CLOUD-BASED ENDPOINT**
              **SECURITY SOLUTION (ANTIVIRUS SOFTWARE) FOR**
              **VARIOUS DEPARTMENT/SECTIONS WITHIN PGH**
Contract:     **SINGLE BID**

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| | | | • Must have the option to set up a relay on the same server as the local cache for devices that are not connected to the internet.<br>• Must have an option for update management policy to customize the day and time when product updates become available to all or selected devices. Scheduled must not affect security updates, such as identities used to protect devices against new threats.<br><br>- **Multi-Factor Authentication & Role Management**<br>• MFA must be enabled by default upon creation of central management account.<br>• Must have the option to set MFA: All admins need MFA, Select admins who will need MFA, or No MFA needed.<br>• Must have an option to have MFA using email, SMS, Google Authenticator, and native authenticator (by proposed solution)<br>• Must have the capability to customize admin roles. | | | |

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| | | | • Must provide admins the capability to assign predefined administrative roles to users who need access to the Admin Console.<br>▪ Super Admin<br>▪ Admin<br>▪ Help Desk<br>▪ Read-only<br><br>- **Managed Detection and Response (MDR) Dashboard**<br>• Must have dashboard that shows a summary of threats recently detected and investigated.<br>• Must have an Action required banner on the dashboard that is shown when there is a notification about an incident or incidents.<br>• The dashboard must have a Cases section where notification details can be reviewed.<br>The dashboard should also include the following:<br>• Detections by time of day (UTC) heat map that shows the level of detections each hour.<br>• Total detections by operating system that shows the | | | |

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| | | | number of detections for each OS. <br> • MITRE ATT&CK techniques chart that shows a breakdown of attacks according to the classifications used in the MITRE knowledge base. <br> • Detections classification summary that lists the five most frequently-detected types of malicious behavior, along with the number of each. <br> • Most investigated devices that shows the devices we've investigated most frequently. <br> • Active cases that lists Managed Threat Response cases (investigations into potential threats) that are currently active. <br> • Must have a Report History section where Weekly and Monthly reports can be accessed and provide insights into security investigations, cyber threats, and security posture. <br><br> - **Threat Response Mode** <br>    Must let you decide and control how and when potential incidents are escalated, what | | | |

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| | | | response actions (if any) you want MDR to take, and who should be included in communications.<br><br>- **Collaborate**<br>The Collaborate Threat Response Mode must send you notifications of observed activities, and corresponding recommendations. The MDR Ops team will investigate but no response actions will be taken without your consent or active involvement. Selecting Collaborate gives you the option to have some response actions performed by the MDR Ops team and others to be performed by your team or another partner (e.g. an IT managed service provider). In this mode, the MDR Ops team must receive written authorization before performing response actions. We're your co-pilot and you're the captain.<br>An option exists under Collaborate that authorizes the MDR Ops Team to operate in Authorize mode in the event that we do not receive an | | | |

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| | | | acknowledgment after attempting to reach all customer defined contacts by phone.<br><br>- **Authorize**<br>The Authorize Threat Response Mode must send notifications of observed activities, but the MDR Ops team will proactively manage all containment actions (with full neutralization for MDR Complete customers) on your behalf and inform you of the action(s) taken. Selecting Authorize means you want us to handle as much workload as possible, notify you of the response actions taken, and only escalate things that require specific actions from you or your team that we are unable to take. In this case, we act as the captain.<br><br>- **Free Integrations**<br>Security data from the following sources can be integrated for use by the MDR operations team at no additional cost. Telemetry sources are used to expand | | | |

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| | | | visibility across your environment, generate new threat detections and improve the fidelity of existing threat detections, conduct threat hunts, and enable additional response capabilities. Solution must be open and ready for integration to MDR and management console given that the following technologies are licensed for their own use: <br><br>• **Endpoint Protection, XDR, Firewall, Cloud, Email Protection** <br>• **Microsoft Security Tools** – Microsoft Defender for Endpoint, Microsoft Defender for Cloud, Microsoft Defender for Cloud Apps, Microsoft Defender for identity, Identity Protection (Azure AD), Microsoft Azure Sentinel, Office 365 Security and Compliance Center <br>• **Third-Party Endpoint Protection** – compatible with: <br>- Microsoft, CrowdStrike, Sentinel One, Trend Micro, Blackberry (Cylance), Broadcom (Symantec) <br>• **90-Days Data Retention** | | | |

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| | | | - **MDR Guided Onboarding** For an additional purchase, MDR Guided Onboarding is available for remote onboarding assistance. The service provides hands-on support for a smooth and efficient deployment, ensures best practice configurations, and delivers training to maximize the value of your MDR service investment. You are provided a dedicated contact from the vendor Professional Services organization who will be with you through your first 90 days to make sure your implementation is a success. **MDR Guided Onboarding includes:** **Day 1 - Implementation:** • Project Kick-off • Configuration • Build and test the deployment process • Configure MDR Integrations • Configure Vendor NDR sensor(s) • Enterprise-wide deployment | | | |

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| | | | **Day 30 - XDR Training** <br> • Learn how to think and act like a SOC <br> • Understand how to hunt for indicators of compromise <br> • Gain an understanding of vendor XDR platform for administrative tasks <br> • Learn to construct queries for future investigations <br> **Day 90 - Security Posture Assessment** <br> • Review current policies for best practice recommendations <br> • Discuss features that are not in use that could provide additional protection <br> • Security assessment following NIST framework <br> • Receive summary report with recommendations from our review | | | |
| **TOTAL APPROVED BUDGET FOR THE CONTRACT:** | | | | **Php11,000,000.00** | | |

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## I. TERMS AND CONDITIONS:

1. **Delivery period**- Ninety (90) calendar days upon receipt of Notice of Award (NOA) and/or Notice to Proceed (NTP) and/or Purchase Order (P.O.)
2. **Other inclusions**- License keys, media kit, documentation in hard and soft copies (as applicable), installation, configuration and testing
3. **3-day Basic Knowledge Transfer**- training for 5 technical staff on site
4. **Acceptance Parameters**- Visual inspection and functional testing
5. **Contract/License Period**- Twelve (12) months, renewable annually

## II. VENDOR REQUIREMENTS:

1. Manufacturer must have a cross-operational unit that will link together threat labs, security operations team, and AI team to better defend from increasing complex cyber attacks. This operations team must follow its own investigative framework including observation, orientation, decision, and action loop for efficient investigation and response to threats. Support team must also include security experts such as threat analyst, malware analysts, incident responders, data scientists, and threat researchers
2. Manufacturer must have an expert team that stops advanced human-led attacks and can take action to neutralize threats before they can disrupt your business operations or compromise your sensitive data. It must be customizable with different service tiers, and can be delivered via vendor-proprietary technology or using your existing cyber security technology investments. This include endpoint ransomware protection against both local and remote threats.
3. Vendor must be Authorized Partner of Product being offered - Certificate issued by the product's manufacturer.
4. Vendor must have at least 2 certified engineers issued by the product's manufacturer
5. Vendor must have a Manufacture and Warranty Certificate issued by the product's manufacturer.
6. Vendor must be a Platinum Partner of Product being offered - or Equivalent Certificate issued by the Manufacturer / Principal.
7. Manufacturer must be the highest rated and most reviewed MDR solution on Gartner Peer Insights.
8. Manufacturer must be rated a Leader across all five cybersecurity categories in G2's Spring 2023 report.
9. Manufacturer must be named the top overall MDR solution by G2 in their Winter 2023 Report.
10. Vendor must present a Single Largest Completed Contract (SLCC) in IT Security implementation.

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