

**ANNEX A: TWG RESPONSE TO QUERIES/CLARIFICATIONS**

**VERBAL CLARIFICATIONS / ISSUES / QUERIES RAISED DURING PRE-BID CONFERENCE**

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
1.	1) Clarification if the project is a complete replacement of the existing solution or an additional component to the existing.	1) The project will replace the existing WAF solution.
2.	2) On throughput requirement of 40 Gbps, is it an additional requirement from the current throughput? The requirement may be too high and requires higher budget.	2) Please refer to Item 1 of written query.
3.	3) Inquiry on the Application Profiling requirement: a) No. of applications b) Type of applications c) Type of language used.	3) Please refer to Item 1 of written query.
4.	4) On Interface Requirements a) Bypass Ports may limit the capability of the whole solution b) Can a module be considered for the requirement?	4) Please refer to Item 2 of written query
5.	5) Do the 2 WAF Appliances require High Availability (HA)?	5) Yes  SSS is acquiring only One (1) unit of WAF, old WAF may be used for HA but will not be part of this bid.
6.	6) Does 90 calendar days completion period includes Acceptance and Operational State of the solution?	6) Yes
7.	7) Clarification on the deadline of submission because June 13, 2019 is a Thursday, not Monday.	7) Deadline for submission and opening of bids is on June 20,2019 (Thursday), 2:00 p.m.

## WRITTEN CLARIFICATIONS / ISSUES / QUERIES

### I. SMS Global Technologies (SMSGT), Inc.

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
1.	<p>1) How many Web servers/applications do we need to protect?</p> <ul style="list-style-type: none"> <li>- How much throughput per server/application?</li> </ul>	<ul style="list-style-type: none"> <li>- Ten (10) Web Application Servers</li> <li>- We do not monitor throughput per application server as each server is intended for different purpose and peak periods vary.</li> <li>- The throughput requirement for the WAF is changed to minimum of <b>20Gbps</b>. The proposed solution must be able to comply with the minimum throughput requirement regardless of the number of servers.</li> </ul> <p>This amends: Page 57 Section VII. Technical Specifications Item1. (1.2)</p>
2.	<p>2) For item 1.5:</p> <ul style="list-style-type: none"> <li>- What among the listed supported interface/s should be included on the appliance?</li> </ul>	<ul style="list-style-type: none"> <li>- 8 x GE RJ45 bypass Ports, 4 x GE SFP Ports, 2x 10G SFP+ bypass ports, 2x 10G SFP+ ports</li> </ul> <p>This amends: Page 57 Section VII. Technical Specifications Item1. (1.5)</p>
3.	<p>3) Will the WAF be positioned under the firewall's DMZ?</p> <ul style="list-style-type: none"> <li>- If so, does the FW also supports 40GB interface?</li> <li>- Also in this scenario, the FW will mitigate network DOS so in item 3.4.1 will it be possible to remove the network DOS requirement?</li> </ul>	<ul style="list-style-type: none"> <li>- Yes</li> <li>- Yes</li> <li>- No, the specification in item 3.4.1 remains</li> </ul>
4.	<p>4) Are the Trainings without exams/certifications?</p> <ul style="list-style-type: none"> <li>- System Administration (40hrs/8 pax)</li> <li>- Information Security (40hrs / 6pax)</li> </ul>	<ul style="list-style-type: none"> <li>- Certification for Information Security Training only</li> <li>- System Administration Training can be reduced to minimum of 8 hrs for a minimum of Eight (8) pax (Knowledge Transfer)</li> <li>- Information Security Training should be minimum of 40hrs for</li> </ul>

		<p>a minimum of <b>Three (3)</b> pax (with certification exam).</p> <p>Acceptable Information Security Training are any or combination of the following:</p> <ul style="list-style-type: none"> <li>• Certified Ethical Hacking</li> <li>• Certified Information System Security Professional</li> <li>• Project Management</li> </ul> <p>This amends the following:  Page 56 Section VI. Schedule of Requirements Item 5  Page 61 Section VII. Technical Specifications ItemIV. (1)</p>
5.	5) Requirement on subscription/lease of ISP provider/s not included in the bid?	- ISP subscription is not included in the bid.

## II. FIRST DATA CORPORATION

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
6.	<p>1) (1.1) <b>THROUGHPUT</b> : 40 Gbps</p> <ul style="list-style-type: none"> <li>- Can we lower it to 20 Gbps? <ul style="list-style-type: none"> <li>• 40 GB may be a bit too much(overkill), especially we will just handle websites that's need to be protected. If you could provide the average throughput of all applications and average users, we could size the appropriate throughput including the room for growth. Although a 20GB Throughput could be a good start but for a 40GB it's a bit too much</li> </ul> </li> </ul>	- Yes, please refer to Item 1 reply to written queries



7.	<p>2) (1.4) <b>STORAGE</b> : 2 x Minimum 2TB (hot-swappable)</p> <ul style="list-style-type: none"> <li>- Why do we need 2 TB of storage for WAF appliance? <ul style="list-style-type: none"> <li>• If the purpose is for backup or logging  <i>"It is not best practice to store the backup and log files on same hardware where you get it. If the hardware fails you loose all those files. The appropriate solution is to get a file and log servers if you really need lots of storage. Thays why a typical Leaders in WAF could operate under 300 or 400 GB of storage even operating at full capacity and doesn't need huge storage"</i> </li> <li>• 2 TB of storage(hot-swappable) is leaning to a specific brand of WAF <i>"This requirement locks to a specific brand of WAF. As mentioned above 300 or 400 GB of storage will make the TOR Competitive to others and it won't affect the performance of the WAF. It still could store local logs and archives and can operate at full capacity"</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- This is amended to: <ul style="list-style-type: none"> <li>○ minimum of 1 TB machine storage</li> <li>○ plus additional 1TB external drive</li> </ul> </li> </ul> <p>This amends:</p> <ul style="list-style-type: none"> <li>- Page 57 Section VII. Technical Specifications Item I (1) (1.4)</li> </ul>
8.	<p>3) (1.5)<b>INTERFACE</b>: 8xGE RJ45 (bypass) ports  4xGE SFP ports  2x10G SFP+(bypass) ports  2x10G SFP+ports  1x40G SFP+</p> <ul style="list-style-type: none"> <li>- Please provide the type and quantity of Transceivers needed <ul style="list-style-type: none"> <li>• All ports are supported but a transceiver must be installed. Please provide the quantity and type of Transceivers needed</li> </ul> </li> <li>- Is the copper or fiber cables included? <ul style="list-style-type: none"> <li>• If yes please provided the details</li> </ul> </li> <li>- Bypass Ports requirement is unnecessary, a risk in security and locks to a specific brand of WAF <ul style="list-style-type: none"> <li>• Bypass ports are unnecessary since the deployment is in HA and a risk in security if applied <ul style="list-style-type: none"> <li>○ In security perspective, bypass ports is not recommended to be applied in production. If the</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Please refer item 2, reply to written queries</li> <li>- Both copper and fiber are required.</li> <li>- SSS is acquiring only One (1) unit.</li> </ul> <p>This amends:</p> <p>Page 56 Section VII. Schedule of</p>

	<p>Hardware fails, the last thing we want to happen is to bypass our WAF and put all our applications at risk. It could be an additional attack vendor, since the attacker just need to attack the power of the hardware and I already could bypass all security policies</p> <ul style="list-style-type: none"> <li>• Bypass ports is leaning to a specific brand of WAF <ul style="list-style-type: none"> <li>○ This requirement locks to a specific brand of WAF. It is a requirement we normally we don't use but applied to some technical requirements to lock the project to a specific brand</li> </ul> </li> </ul>	<p>Requirements Item1</p> <ul style="list-style-type: none"> <li>- Bypass port requirement remains</li> </ul>
9.	<p>4) Please provide the list of Applications that will be connected to the WAF.</p> <ul style="list-style-type: none"> <li>- To properly set the scope of works</li> <li>- Please provide details like Type of Servers, Language use etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Please refer item 1 reply to written queries</li> <li>- All web-based applications regardless of the language used, type of servers and operating system will be connected to the WAF.</li> </ul>
10.	<p>5) (3.4.3) Must provide a Vulnerability Scanner module within the web application firewall that completes a comprehensive solution for PCI DSS requirement 6.6.</p> <ul style="list-style-type: none"> <li>- As security practitioner, Vulnerability Assessment Tool by best practice should be coming from 3rd Party tool not on the same vendor. <ul style="list-style-type: none"> <li>○ Providing VA from the same vendor might led to a biased results and could create loop holes in security since you are just checking in the same security signatures and databases. It doesn't give business value and doesn't provide a new perspective in security how effective the current setting is, that's why there are no security vendors doing it except for 1 vendor.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Web Application Firewall must have the capability to filter/scan vulnerabilities.</li> </ul>

11.	<p>6) PREVENTIVE &amp; REMEDIAL REQUIREMENTS WITHIN THE WARRANTY PERIOD.</p> <p>(1) The winning bidder shall provide the maintenance support consisting of Preventive and Remedial Maintenance services on all hardware and software components of the proposal at no additional cost to the SSS.</p> <ul style="list-style-type: none"> <li>- How often should this be implemented?</li> <li>- Can it be part of the Semi Annual Preventive Maintenance?</li> </ul>	<ul style="list-style-type: none"> <li>- Please refer to the Item VI. Preventive and Remedial Requirements during the Warranty period on pages 62 to 64</li> </ul>
12.	<p>7) (9) The winning bidder shall provide at least one service technician stationed at the SSS Main Office within the warranty period.</p> <ul style="list-style-type: none"> <li>- Could you clarify the requirement?</li> </ul>	<ul style="list-style-type: none"> <li>- Service technician/s stationed at SSS Main office will not be required.</li> </ul> <p>This amends: Page 64 Section VII. Technical Specifications Item VI (9)</p>
13.	<p>8) Supplier must therefore ensure that product is ready for performance and acceptance testing within fifteen (15) calendar days upon Notice to Proceed (NTP)</p> <ul style="list-style-type: none"> <li>- On Page 51. This is not consistent with the 90 days calendar time delivery timeline upon receipt of NTP on Page 3.</li> </ul>	<ul style="list-style-type: none"> <li>- Supplier must ensure that product will be delivered, installed, configured, operational and accepted within <b>ninety (90)</b> calendar days upon Notice to Proceed (NTP)</li> </ul> <p>This amends: Page 51 Section V. Special Conditions of Contract Item 16.1 (C) (1) (c)</p>

### III. ACCENT MICRO TECHNOLOGIES, INC.

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
14.	1) What is the application throughput between Firewall/Switch and Web Servers on their DMZ?	<ul style="list-style-type: none"> <li>- 20 Gbps.</li> </ul> <p>Please refer to Item 1 reply to written queries</p>
15.	2) Is their Web Servers divided in segments? - If yes, how many Segments?	<ul style="list-style-type: none"> <li>- No</li> </ul>
16.	3) May we Request Network Diagram for proper sizing?	<ul style="list-style-type: none"> <li>- Network diagram will be provided to the winning bidder.</li> </ul>



IV. TRENDS & TECHNOLOGIES, INC.

ITEM NO.	QUERIES/CLARIFICATIONS	TWG RESPONSE
17.	<p>1) <b>Page 50, Item 16.1 A. During Post Qualification::</b></p> <ul style="list-style-type: none"> <li>- The Supplier with the lowest calculated bid shall ensure that the proposed solution is compatible with the existing SSS IT Infrastructure during the Post-Qualification.</li> <li>- All cost, if any, of the hardware, software and other incidental expenses during the post-qualification shall be to the account of the vendor. <ul style="list-style-type: none"> <li>• <i>Kindly elaborate this question</i></li> </ul> </li> </ul>	<p>The lowest calculated bidder must provide reference site or deliver and install the demo hardware and software to the SSS Main Office within the period specified by BAC to enable the TWG to test the following:</p> <ol style="list-style-type: none"> <li>1) Proposed solution's functionalities and features</li> <li>2) Compatibility and integration capability with the intended applications</li> </ol> <p>The cost, if any, of the hardware and the software during the post-qualification shall be to the account of the vendor.</p> <p>This amends: Page 50 Section V. Special Conditions of Contract Item 16.1 (A) (1)</p>
18.	<p>2) <b>Page 56. Section VI. Schedule of Requirement</b></p> <ul style="list-style-type: none"> <li>- Item 1 Supply, Delivery, Testing and Installation of Web Application Firewall in SSS Main Office - Qty is 2 <ul style="list-style-type: none"> <li>• <i>How do you intend to use this?</i> <ul style="list-style-type: none"> <li>○ <i>Active –Active?</i></li> <li>○ <i>Active and Stand-by?</i></li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Quantity should only be One (1) Unit</li> </ul> <p>This amends: Page 56 Section VI. Schedule of Requirements Item 1</p>
19.	<p>3) <b>Page 56 Section VI. Schedule of Requirement</b></p> <ul style="list-style-type: none"> <li>- Item 5. Training / Transfer of Technology Requirements. <ul style="list-style-type: none"> <li>• System Administration 40hrs 8 pax &amp; Information Security 40hrs 6pax <ul style="list-style-type: none"> <li>○ <i>Our standard System Administration Web Application Firewall Training covers 2 days or 16 hours only. Can we proposed 16 hours for this training?</i></li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Please refer to item 4 reply to written queries</li> </ul>
20.	<p>4) <b>Page 57, Section VII Technical Specification</b></p> <ul style="list-style-type: none"> <li>- <b>Item 1.1 Minimum 40Gbps throughput</b> <ul style="list-style-type: none"> <li>• <i>May we know the current traffic load of the existing Web Application firewall?</i> <ul style="list-style-type: none"> <li>○ <i>The 40Gbps throughput might be too much for the existing and projected traffic/ load of the server.</i></li> </ul> </li> <li>• <b>Item 1.5 1x 40G SFP+ Interface</b> <ul style="list-style-type: none"> <li>○ <i>In relation to item 4.1, we feel that 40Gbps interface is likewise might</i></li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Current traffic load averages 15 Gbps</li> <li>- Please refer to item 1 reply to written queries</li> <li>- Yes. This will be amended to minimum of 1 TB machine</li> </ul>

	<p><i>be too much for the requirement. Can we consider the 2 x 10G SFP+ ports requirement mentioned instead of the 1 x 40G SFP+ Interface?</i></p> <ul style="list-style-type: none"> <li>• <b>Item 2.3 2TB STA 5400 RPM Storage</b> <ul style="list-style-type: none"> <li>○ <i>Can you consider 1TB for this requirement?</i></li> <li>○ <i>Most of the Manufacturer supports 1 TB only if combined SSD and STA.</i></li> </ul> </li> </ul>	<p>storage plus additional 1TB external storage</p> <p>This amends: Page 57 Section VII. Technical Specifications Item I (2) (2.3)</p>
21.	<p>5) <b>Page 58 Section VII. Technical Specification Item 2.10 The proposed hardware must have a certification from the manufacturer stating the hardware can run WINDOWS 10 Professional (64-bit) OS</b></p> <ul style="list-style-type: none"> <li>- <i>We assume that the Management / Administration Laptop is a support tool only on this project, can we remove this manufacturer certification requirement since we are only getting the laptop from a distributors?</i> <ul style="list-style-type: none"> <li>• <i>Manufacturer might not be able to provide us directly this certificate since we are not a notebook vendor. Rest assured that the proposed laptop supports Windows 10 Professional</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- This requirement is deleted</li> </ul> <p>This amends: Page 58 Section VII. Technical Specifications Item I (2) (2.10)</p>
22.	<p>6) <b>Page 59 Section VII. Technical Specification</b></p> <ul style="list-style-type: none"> <li>- <i>Item 3.6.1. Must provide Centralized Management and Administrative Domains that provide the abilities to manage multiple gateways from a single console and provide administration rights to designated domain.</i></li> <li>- <i>Item 3.6.7. Should be centrally managed from one location to consolidate policies, alerts and reports.</i> <ul style="list-style-type: none"> <li>• <i>Can this be optional?</i></li> <li>• <i>Can SSS provide server for this requirement?</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Central Management /Administrative Domain is not required as there is only one (1) unit.</li> <li>- Yes</li> <li>- Yes</li> </ul> <p>This amends: Page 59 Section VII. Technical Specification Items 3.6.1 and 3.6.7</p>
23.	<p>7) <b>Page 60 Section VII. Technical Specification, Item III Certifications and other Documents, no 1. Certification from the Manufacturer.</b></p> <ul style="list-style-type: none"> <li>- <i>Certificate that the proposed product has been released or announced for market purposes within a six-month period from date of submission of the proposal</i> <ul style="list-style-type: none"> <li>• <i>Does this mean that the product that you are requiring was just release in the market 6 months ago?</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- This requirement is deleted.</li> </ul> <p>This amends: Page 60 Section VII. Technical Specifications Item III (1) (1) (a)</p>



24.	<p>8) Page 61 Section VII. Technical Specification, Item 2. Other document/s. A list of support personnel that will be assigned to the project with detailed resume on experience and training <i>which shall be updated quarterly during the warranty period to be submitted to Information Technology Resource Management Department (ITRMD).</i></p> <p>- Do we need to provide engineers certification?</p>	<p>9) The requirement is revised to:</p> <p>A list of support personnel that will be assigned to the project with detailed resume on experience and training.</p> <p>This amends: Page 61 Section VII. Technical Specifications Item III (1) (2) (a)</p>
25.	<p>10) Page 64 Section VII. Technical Specification, Item 9 The winning bidder shall provide at least one service technician stationed at the SSS Main Office within the warranty period.</p> <p>- As option, can you consider 24 x7 on call engineer within the warranty period?</p>	<p>- 24 x 7 on call engineer within the warranty period is a mandatory</p> <p>- Please refer to item 12.</p>
26.	<p>11) Page 63 Section VII. Technical Specification, Item 5.8 If within 24 hours, upon arriving onsite, the service contractor fails to restore / repair the malfunctioning part / component, the service contractor must supply and install a service unit within the next 12 hours. SSS use of service units must not exceed 15 calendar days from the date the problem was first reported to the supplier, defective units must be fixed or replaced within 15 days. All shipment / delivery fees must be charged against the account of the service contractor.</p> <p>- For the Service Unit, can you extend the 12 hours requirement to 48 hours?</p> <p>- Can you also consider Virtual Machine (VM) Server service unit?</p>	<p>- Yes.</p> <p>- Yes.</p> <p>This amends: Page 63 Section VII. Technical Specifications Item 5.8</p>

**V. OTHER CLARIFICATIONS OF THE TWG**

27.	<p>Title of the Project is changed</p> <p>From: Supply, Delivery, Testing and Installation of Web Application Firewall in the SSS Main Office</p> <p>To: <b>Supply, Delivery, Installation and Configuration into Operational State of Web Application Firewall in the SSS Main Data Center</b></p> <p>This amends all affected pages in the Bidding Document</p>
28.	<p><b>Section III. Bid Data Sheet , Clause 29.2 , item 3. Other Technical Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Deliver and install demo unit for post qualification.</li> <li>2. Bidders should have experienced Project Manager (PM) and certified technical personnel for the implementation of the proposed solution. Bidders are required to</li> </ol>

submit proofs of the following:

- a. The winning vendor must utilize experienced and trained technical support or engineers under its direct employment and supervision in rendering the required maintenance.
- b. Technical support/engineers, at least Two (2) must be Certified Engineers. All technical support personnel must be directly employed with the bidder for at least 6 months on the date of submission of the bid proposal.
- c. The winning vendor is required to provide a list of support personnel with detailed resume on experience and training, including certifications
- d. Must provide a Project Management Professional who will manage and oversee the implementation of the Project. The PM must be directly employed with the bidder for at least six (6) months on the date of submission of the bid proposal.

This amends Page 33 Section III. Bid Data Sheet Item 29.2