PHILIPPINE NATIONAL OIL COMPANY
PNOC Building VI, Energy Center
Rizal Drive, BGC, Taguig City
Tel. No.: 8789 – 7662
www.philgeps.gov.ph / www.pnoc.com.ph

REQUEST FOR QUOTATION / PROPOSAL

The PHILIPPINE NATIONAL OIL COMPANY (PNOC) through its Bids and Awards Committee (BAC), invites all interested and PhilGEPS-registered suppliers / contractors / consultants to submit quotations / proposals for the following company requirements:

Date	: **February 13, 2023**
Project Title	: **Cloud Based Email Hosting**
Reference No.	: **2023-02-062**
Total ABC	: **PhP330,000.00**
Submission Deadline	: **February 21, 2023 / 5:00 PM**
Location	: **PNOC Building 6, Energy Center, Rizal Drive, BGC Taguig**

Accomplished **Price Quotation/Proposal and Compliance Form** may be submitted through registered or electronic mail to the PNOC Procurement Management Division at the above address or to ***procurement@pnoc.com.ph*** and ***cdbbool@pnoc.com.ph*** no later than the submission deadline together with the following documentary requirements and information:

- Mayor's/Business Permit
- PhilGEPS Registration Number
- Signed Terms of Reference / Technical Specifications Sheet (if applicable)
- Omnibus Sworn Statement (Unnotarized) copy may be submitted prior to submission deadline, but the notarized one shall be submitted after award or before payment).

Additional Requirements:
- List of clients for the last two (2) years covering 2021-2022 (ongoing and completed contracts/projects)
- SEC or DTI registration
- At least two (2) Certificates of Client Satisfaction for each year from responsible and authorized officer/s of the company in the last two (2) years (2021-2022).

The PNOC reserves the right to accept or reject any or all quotations/proposals or parts thereof, to waive formality therein or to accept such or to award any that are considered most advantageous to the company.

Thank you.

ATTY. GRACIELA M. BARLETA
Chairperson
Bids and Awards Committee

PRICE QUOTATION / PROPOSAL AND COMPLIANCE FORM

CLOUD BASED EMAIL HOSTING

I. RATIONALE

Electronic Mail (Email) is a method of exchanging digital messages from a person to one or more recipients, through the internet or other computer networks. The Philippine National Oil Company (PNOC) is currently using a free open-source email software and is being hosted on PNOC premises.

Due to the growing PNOC email communication requirements, there is a need to shift to a third party email hosting since the current in-house email software and hosting facility cannot anymore handle the continuous increase in volume of emails received. There is a need to acquire a more secure, functional, and reliable email hosting facility to communicate with co-workers, clients, national government agencies (NGA), local government units (LGU) and the private sector.

II. SCOPE and TERMS

Scope
- The PNOC will receive Bids for the Procurement of a One (1) Year Subscription of Electronic Mail Hosting Service.
- This Procurement Project referred to herein as "Project" is composed of one (1) lot, the details of which are described in Section III (Technical Specifications).
- This Project shall involve acceptance testing of the Electronic Mail Hosting.

Terms
- The Service Agreement shall be for a period of twelve (12) months reckoned from the date of issuance of certificate of completion and acceptance (CCA) to the SUPPLIER by PNOC or pro-rated based on the actual start of the contract.
- The acceptance testing will be undertaken for a period of seven (7) days covering the accessibility and stability of the email facility.
- The email hosting will have no service interruption during the agreed test period.

III. TECHNICAL SPECIFICATIONS

Bidders must accomplish the Technical Specifications Compliance Form (Annex A) as part of their bid submission. A softcopy of this form will be provided to the bidders who pre-qualified.

Note that statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid documents and cross-referenced to that evidence. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection.

The Cloud-based Electronic Mail system services must have the following minimum specifications:

1. **One (1) year subscription to an Electronic Mail Hosting Service**

    1.1. For 165 email accounts. New email accounts may be added within the contract duration.

    1.2. Corporate Email customized using PNOC's domain name

    1.3. At least 10 GB storage per account

    1.4. Authentication

        1.4.1. Must use username (given email address) and password

        1.4.2. Must have an available two-factor authentication that can be activated/deactivated

        1.4.3. Authentication must be done through a secured channel like SSL

    1.5. Electronic Mail Service

        1.5.1. Web-enabled email access

            1.5.1.1. Must be accessible through a web browser

            1.5.1.2. Must have secured authentication and access

            1.5.1.3. Must be able to compose, modify, send, receive and forward electronic message.

            1.5.1.4. Must be able to create, modify, and delete folder

            1.5.1.5. Must be able to search for content across email and chat in a single interface

            1.5.1.6. Must have local mailbox backup facility

        1.5.2. Email Client Access

            1.5.2.1. Must be able to send via Authenticated Simple Mail Transfer Protocol Secure using SSL or TLS

            1.5.2.2. Must have mailbox access via Internet Message Access Protocol over SSL

            1.5.2.3. Must be able to be configured with third-party email client applications such as but not limited to MS Outlook and Apple Mail and must be synchronized with the webmail.

        1.5.3. Email Client Security

            1.5.3.1. Must have advanced phishing and malware protection to block spam and business email compromise (BEC) scam with at least 99.9% accuracy

            1.5.3.2. Must have automatic in-built protection against ransomware and malware

            1.5.3.3. Must be able to disallow recipients of an email to forward, copy, print, and download any email

1.5.3.4. Must be able to set an expiration date and revoke access on any email

1.5.3.5. Must be able to alert users when they have received an email that was not delivered using encryption

1.5.3.6. Must be able to scan images for phishing indicators and expand shortened URLs to uncover malicious links

1.5.4. Comprehensive Security Protection for Spam, Malware, and Virus protection

1.6. The email service provider must be certified by a third-party certification body for data security and compliance controls, such as ISO27001 or SOC 2/3.

1.7. Service Level Agreement

1.7.1. Guaranteed 99.9% service uptime

1.7.2. The Email Service Provider shall maintain a 24x7 service support via phone, email and web/chat.

2. Administrator Console

2.1. Must provide management console that allows the PNOC administrator to:

2.1.1. Manage user accounts

2.1.2. Create, update, delete, and suspend user account(s)

2.1.3. Manage security configuration

3. Backup Facility

3.1. The email service provider must provide at least 10 TB email retention facility storage for individual mailboxes in .eml /.pst or other mail format compatible with postfix

4. Technology Transfer

4.1. The service provider must provide a comprehensive administrator training to all PNOC MIS Staff

IV. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) is **PhP 330,000.00** inclusive of all taxes and charges.

In addition to the Bid Price, the supplier must also provide the incremental cost for new accounts that may be added during the contract duration and to show the derivation/computation of this incremental cost.

V. QUALIFICATION OF THE SUPPLIER

The supplier:
- Must be legally registered (with business permit, SEC or DTI registered, BIR registered)
- Must have three (3) years' of experience in email hosting using the solution proposed

The supplier must submit:

- List of clients for the last two (2) years covering 2021-2022 (ongoing and completed contracts/projects)
- SEC or DTI registration
- At least two (2) Certificates of Client Satisfaction for each year from responsible and authorized officer/s of the company in the last two (2) years (2021-2022).

VI. RESPONSIBILITY OF THE SUPPLIER

1) Provide the necessary hardware, software and other peripherals for the operation of the PNOC email hosting;
2) Ensure a 99.99% connectivity uptime of the email hosting and provide backup of email messages during the duration of the contract;
3) Provide email filtering services such as anti-spam and anti-virus and auto-responder;
4) Provide service to facilitate mirroring of email;
5) Provide disclaimer clause to email system;
6) Provide security of mail process, accounts, and messages
7) Provide free email migration of PNOC email accounts to new hosting facility and vice versa after the end of the contract;
8) Provide technical support 24/7 operations;
9) Ensure compliance to Privacy Policy;
10) Notify a week before in writing or email PNOC of scheduled downtime and maintenance so that there is no disruption of service;
11) Provide the full copy of backed up email accounts and messages at the end of the contract;

VII. RESPONSIBILITY OF PNOC

1) Provide the domain name;
2) Monitor storage capacity of individual mailboxes and delete or archive as needed;
3) Manage the email service including adding mailboxes, managing settings, and configuring anti-virus and spam filters;
4) Prepare report of discrepancies and user complaints;
5) Issue Certificates of Acceptance for (a) delivery, activation, and acceptance of the 165 accounts, and (b) completion and acceptance of training as basis for payments.

VIII. CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

1) All information, including but not limited to, information relating to PNOC, made available to the Supplier for the purpose of the email hosting agreement, are the sole property of PNOC. The Supplier shall treat such information as confidential and shall not

disclose to any person, firm, or corporation during the duration of the agreement, or at any time thereafter.

2) All information, business, technical and personnel information and data, related documentation, in whatever form, which PNOC may furnish shall be used by the Supplier solely for the purpose for which it was furnished, and shall be treated in strictest confidence, and protected; and if in tangible form, shall be returned to PNOC upon termination of the agreement.

3) The Supplier shall not retain copies in whatever form of the PNOC email accounts and messages upon termination of the supply agreement.

IX. APPLICABLE LAW, TERMINATION, AND REMEDIES

1) The agreement shall be governed and construed in accordance with the laws of the Philippines.

2) Should either party fail to comply with the terms of the agreement, pre-termination may be requested thirty (30) days prior to a written notice to the other party.

3) The supplier agrees that in the event of any breach or threatened breach, PNOC may obtain, in addition to any legal remedies which may be available, such equitable relief as may be necessary to protect PNOC against any such breach and threatened breach.

X. PAYMENT TERMS

PNOC shall pay the SUPPLIER based on the following terms:

Term	Percentage
Upon delivery, activation, and acceptance of the 165 accounts	60%
60 days upon completion and acceptance of training (Administrator Training)	40%

Item No.	UOM	Technical Specifications	QTY	Total Quotation Amount
1	lot	**One-year Subscription to Email Hosting Service Subscription for 165 accounts.** • Email hosting service and facility for 165 user accounts • Customizable Email using the company domain name • Mailbox Storage per user: 10GB • Attachment size: minimum of 25MB • Compatible with any Browser and Operating System (Win, Mac, Linux) • Accessible via browser thru web email or web email app • Email Protocol: POP 3 and IMAP Compatible • With SSL Certificate installed/ included	1	

		• With Security features: Anti-spam, Anti-malware, and AD Free • With regular email backup • Committed SLA: 99.9% Uptime • With Administrator Console • Accessibility and Compatibility: Desktop Computer, Laptop, Tablet • System Availability: 24/7 • Technical Support: 24/7 via email, phone and web • Administrator training for four (4) MIS Staffs • Email migration of PNOC email accounts to new hosting facility		
		ABC: PhP330,000.00		
Contract Duration		**One year Subscription**		

TERMS AND CONDITIONS

1. Payment Terms: Government Terms - full payment upon completion of delivery/implementation, or subject to the conditions specified in the Scope of Works/Activities or Terms of Reference.
2. All entries shall be typed or written in a clear legible manner.
3. Bidder shall offer one (1) bid only. Alternative bids shall be rejected.
4. All prices offered herein are valid, binding and effective for THIRTY (30) calendar days upon issuance of this document.
5. As a general rule, price quotations to be denominated in Philippine Peso shall include all taxes, duties and/or levies payable.
6. In case of tie quotations, tie breaking shall be on draw lots or toss coin.
7. In case supplier pro forma quotation is submitted, conditions will be governed by the submitted signed Terms of Reference / Technical Specifications Sheet.
8. During evaluation of quotation/proposal, the project proponent may require additional documents to verify, validate and ascertain the compliance of the supplier/contractor or consultant.

We undertake, if our Proposal is accepted, to supply/deliver the goods/services in accordance with the specifications and/or delivery schedule.

We agree to abide by this quotation/proposal for a period of thirty (30) calendar days, which is the price's validity period and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a Contract or a Purchase Order is executed, this Quotation/Proposal shall be binding upon us. We understand that you are not bound to accept the lowest or any Proposal you may receive.

Signature over Printed Name : _____

Designation/Position : _____

Name of Organization : _____

Organization Address : _____

Tel No. / Mobile No. and Email Address : _____