



**LBP (Land Bank of the Phils.)
INSURANCE BROKERAGE, INC.**

(A Landbank Subsidiary)
12/F SSHG Law Centre, 105 Paseo De Roxas,
Legaspi Village, Makati City
VAT REG. TIN 000-160-097-00000

PURCHASE ORDER

RIV NO.:	DATED: 03/20/2023	DATED: March 20, 2023
REQUISITION PERSON: LIB	PO NO.: 0000563	

TO: COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.
TIN: 099-043-794-000
Address: 62 ILOCOS SUR, BAGO BANTAY
Business Style: Quezon City, Metro Manila, NCR, Philippines

Gentlemen:
Please supply us within _____ working days after receipt
of this Purchase Order (PO) the item(s) listed below:

ITEM NO.	QTY.	UNIT	ITEM AND SPECIFICATION	UNIT PRICE	TOTAL
1	1	Year Subscription	SECURITE ENDPOINT SECURITY Total Edition Integrated enterprise security and unified endpoint management console. ** One (1) Year Subscription** FEATURES: - Antivirus - Anti-Ransomware - Email Protection - IDS/IPS Protection - Firewall Protection - Phishing Protection - Browsing Protection - Vulnerability Scan - Roaming Platform - Asset Management - Spam Protection - Web Filtering - Advanced Device Control - Application Control - Tuneup - File Activity Monitor - Patch Management Other: Inclusive of Technical Training Delivery Date: 5-7 calendar days VAT-inclusive Contact Person: Angelica G. Alvarez, Sales Director, aalvarez@commsource.com.ph , +63 2 8546 4243 / 0949-5688-420 — nothing follows —	104,000.00	104,000.00
				TOTAL:	104,000.00

PREPARED BY:
RENALYN P. CANEJA
BAC Secretariat

RECOMMENDING APPROVAL:
MELVIN D. BARNES
Administrative Officer

APPROVED BY:
MARIO T. CANLAS
Officer-in-Charge, General Manager

TERMS AND CONDITIONS

- The failure of the supplier to deliver the item(s) above within the specified period shall:
 - give LIBI the right to cancel this Order or make an open market purchase of the undelivered item(s) for which the supplier agrees to reimburse LIBI for all payments made in excess of our quoted unit price for the undelivered item(s); and
 - be subjected to a penalty charge equivalent to one-tenth of one percent (1/10 of 1%) of the total value of the undelivered item(s) for every day of non-delivery.
- This Purchase Order, together with all its terms and conditions, is accepted by the supplier with the warranty that they did not give nor they intend to give any amount of money or gift in any form whatsoever to any official or employee of the LBP Insurance Brokerage, Inc. for the purpose of securing this Purchase Order or having the payment hereof expedited. Violation of this warranty shall constitute sufficient ground for the LBP Insurance Brokerage, Inc. to revoke the Purchase Order and cause the supplier to be excluded from any further dealings with LIBI.

5 BKLTs (50 x 3) SN: 0000501-0000750
BIR ATP NO. 047AU2022000000367
Date of ATP: 02-16-2022; Expiry Date: 02-15-2027



FORMS INTERNATIONAL ENTERPRISES CORPORATION
#26 Carmel Ave., Proj. 6, Q.C. Tel. No.: 8365-8155
Printer's Accreditation No. 038MP2018000000088
Date issued: 11-29-18 Date of Expiration: 11-28-23
VAT Reg. TIN: 002-013-045-00000

"THIS DOCUMENT IS NOT VALID FOR CLAIMING INPUT TAXES."

"THIS PURCHASE ORDER SHALL BE VALID FOR FIVE (5) YEARS FROM THE DATE OF ATP."



SIGNATURE OVER PRINTED NAME OF
SUPPLIER/CONTRACTOR



**LBP (Land Bank of the Phils.)
INSURANCE BROKERAGE, INC.**
(A Landbank Subsidiary)
12/F SSHG Law Centre, 105 Paseo De Roxas,
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				TOTAL:	104,000.00

PREPARED BY: RENALYN P. CANEJA BAC Secretariat	RECOMMENDING APPROVAL: MELVIN D. BARNES Administrative Officer	APPROVED BY: MARIOT T. CANLAS Officer-in-Charge, General Manager
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 - be subjected to a penalty charge equivalent to one-tenth of one percent (1/10 of 1%) of the total value of the undelivered item(s) for every day of non-delivery.
- This Purchase Order, together with all its terms and conditions, is accepted by the supplier with the warranty that they did not give nor they intend to give any amount of money or gift in any form whatsoever to any official or employee of the LBP Insurance Brokerage, Inc. for the purpose of securing this Purchase Order or having the payment hereof expedited. Violation of this warranty shall constitute sufficient ground for the LBP Insurance Brokerage, Inc. to revoke the Purchase Order and cause the supplier to be excluded from any further dealings with LIBI.

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SIGNATURE OVER PRINTED NAME OF
 SUPPLIER/CONTRACTOR

"THIS DOCUMENT IS NOT VALID FOR CLAIMING INPUT TAXES."

"THIS PURCHASE ORDER SHALL BE VALID FOR FIVE (5) YEARS FROM THE DATE OF ATP."



REQUISITION AND ISSUE VOUCHER (RIV)

DATE PREPARED:

March 20, 2023

TO: The Processing Unit

RIV NO:

RIV-2023-563

REQUISITIONED are NECESSARY and will be used solely for the PURPOSED STATED.

Balance On Hand	REQUISITION			AS ISSUED			
	Quantity	Unit	Particulars	Quantity	Stock Price	Unit Price	TOTAL VALUE
-	1	Year Subscription	SEQRITE ENDPOINT SECURITY Total Edition Integrated enterprise security and unified endpoint management console.. ** One (1) Year Subscription** FEATURES: - Antivirus - Anti-Ransomware - Email Protection - IDS/IPS Protection - Firewall Protection - Phishing Protection - Browsing Protection - Vulnerability Scan - Roaming Platform - Asset Management - Spam Protection - Web Filtering - Advanced Device Control - Application Control - Tuneup - File Activity Monitor - Patch Management Other: Inclusive of Technical Training Delivery Date: 5 - 7 calendar days VAT-inclusive Contact Person: Angelica G. Alvarez, Sales Director, aalvarez@commsource.com.ph, +63 2 8546 4243 / 0949-5688-420 — nothing follows —	-	-	104,000.00	104,000.00
TOTAL (PHP)							104,000.00

PREPARED BY:

RENALYN P. CANEJA
BAC Secretariat

FUNDS AVAILABILITY

FUND AVAILABLE CLASSIFICATION

CERTIFIED BY:

RONNIE V. FRANCO
Treasury Specialist I

NOTE: Requisitioner must invariably cross out all spaces used below the last article requisitioned.

APPROVED BY:

MARIO T. CANLAS
OIC, General Manager

CERTIFICATE OF ACCEPTANCE

I hereby certify to have accepted each and every article delivered, or service rendered by _____ as listed in the attached or issued Invoice No. _____ dated _____ which has/have been inspected and was/were found to be in accordance with the specifications stipulated under Purchase Order No. _____ dated _____.

NAME OF PROPERTY SUPPLY OFFICER:

SIGNATURE:

DATE:

FIELD SERVICE REPORT

Nº 00016

Ticket No: <u>1507650651</u>	Date: <u>03/22/2023</u>	Time in: <u>10:40</u>	Time out:
Company: <u>LANDBANK</u>			
Location: <u>NAKATI</u>			
Contact Person: <u>SIR ENRICO PENAMANTE</u>	Contact Number:		

Service request:

- Site Survey
 Pull-out
 Installation
 Training/Orientation
 Safety Orientation
 POC/Dem
 Pre-deployment
 Preventive Maintenance Service
 Others : _____

SERVICE REQUIRED

COMPANY NAME: LAND BANK OF THE PHIL. INSURANCE BROKERAGE, INC.
PRODUCT NAME: ENDBPOINT SECURITY - TOTAL
PRODUCT KEY: 8FBF827B3125C3C603AC
LICENCE VALID TILL: 22 MARCH 2024
ENTITLED: 80 EPS

SERVICE RENDERED

Installation of SEQRITE 7.6 on the server, Demo/training for SEQRITE 7.6 console, creating installer for the client agent.

JOB STATUS

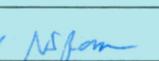
- Completed
 In Progress
 For Billing

REPLACEMENT PART/S AND MATERIAL/S USED

QTY	Product/Brand/ Description	Serial No./Model No.

ASSIGNED ENGINEER

Commsource Engineer/Coordinator/Technician:	Signature
<u>LEAN CARLO MELO</u>	
<u>EUGENE MARK FRANCISCO</u>	

Name: <u>Nino S. Ramos</u>	Date & Time:
Designation: <u>IT officer</u>	Signature: 



NOTICE TO PROCEED

MS. ANGELICA G. ALVAREZ
SALES DIRECTOR
COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.
62 ILOCOS SUR, BAGO BANTAY
Quezon City, Metro Manila, NCR, Philippines
09495688420
aalvarez@commsource.com.ph

Dear Ms. Alvarez:

The attached Notice of Award (NOA), in connection with the Procurement of **Antivirus Subscription** with LIBI BAC Resolution No. 002, series of 2023 having been approved, Notice is hereby given to **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.** that you may now proceed with the terms and conditions under the signed contract effective on March 10, 2023, after the receipt of this notice.

You are responsible for performing the services under the terms and conditions of the Agreement and in accordance with the scope of work schedule.

Issued pursuant to the provisions of Republic Act 9184, otherwise known as "Government Procurement Reform Act and its implementing Rules and Regulations".

Please acknowledge receipt and acceptance of this notice by signing both copies in the space provided below. Keep one copy and return the other to the LIBI Administrative Unit.

Very truly yours,

MARIO T. CANLAS
OIC, General Manager

I acknowledge receipt of this Notice

COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.

By: _____
Printed name and signature

Date





March 10, 2023

COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.

62 ILOCOS SUR, BAGO BANTAY
Quezon City, Metro Manila, NCR, Philippines
09495688420
aalvarez@commsource.com.ph

NOTICE OF AWARD (NOA)

Dear Sir/Ma'am:

We are pleased to notify you that your price quotation for the Procurement for the **ANTIVIRUS SUBSCRIPTION (LIBI-RFO-2023-004)**, amounting to **ONE HUNDRED FOUR THOUSAND PESOS (PhP104,000.00)**, inclusive of all applicable taxes and fees, has been accepted pursuant to the approval of the LIBI BAC Resolution No. 002, series of 2023.

Please be advised that you are required to formally submit a contract with us within ten (10) calendar days from the receipt of this NOA. Failure to do so shall constitute sufficient ground for the cancellation of this award.

Should you agree with the award, please sign at the space provided below signifying your concurrence and return the signed NOA to this office the soonest.

Thank you.

Very truly yours,

MARIO T. CANLAS

Chairperson, BAC / OIC, General Manager

CONFORME:

Handwritten signature of Angelica G. Awards
Angelica G. Awards

Date:

March 10, 2023





March 10, 2023

COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.

62 ILOCOS SUR, BAGO BANTAY
Quezon City, Metro Manila, NCR, Philippines
09495688420
aalvarez@commsource.com.ph

NOTICE OF AWARD (NOA)

Dear Sir/Ma'am:

We are pleased to notify you that your price quotation for the Procurement for the **ANTIVIRUS SUBSCRIPTION (LIBI-RFQ-2023-004)**, amounting to **ONE HUNDRED FOUR THOUSAND PESOS (PhP104,000.00)**, inclusive of all applicable taxes and fees, has been accepted pursuant to the approval of the LIBI BAC Resolution No. 002, series of 2023.

Please be advised that you are required to formally submit a contract with us within ten (10) calendar days from the receipt of this NOA. Failure to do so shall constitute sufficient ground for the cancellation of this award.

Should you agree with the award, please sign at the space provided below signifying your concurrence and return the signed NOA to this office the soonest.

Thank you.

Very truly yours,

MARIO T. CANLAS
Chairperson, BAC / OIC, General Manager

CONFORME: _____

Date: _____





BIDS AND AWARDS COMMITTEE (BAC)

Resolution No. 002, series of 2023

RESOLUTION RECOMMENDING THE AWARD OF CONTRACT THROUGH NEGOTIATED
PROCUREMENT UNDER SECTION 53.9 (SMALL VALUE PROCUREMENT) FOR THE
PROCUREMENT OF ANTIVIRUS SUBSCRIPTION

(Reference: LIBI-RFQ-2023-004)

WHEREAS, the LIBI-Bids and Awards Committee prepared the terms of reference and purchase request undertaking Procurement of Antivirus Subscription on RA 9184 Negotiated Procurement - Alternative Methods of Procurement for an Approved Budget for the Contract (ABC) of Three Hundred Thousand Pesos (Php300,000.00) which is included in the Annual Procurement Plan of LIBI for CY2023;

WHEREAS, on 10 February 2023, the Invitation to Bid (ITB) and the Philippine Bidding Documents (PBD) for the subject procurement were posted on the websites of the Philippine Government Electronic Procurement System (PhilGEPS) and the LIBI, as well as in the latter's conspicuous place reserved for the purpose, consistent with Section 21, Rule VII of the 2016 R-IRR of RA No. 9184;

WHEREAS, the BAC received the quotations/proposals submitted by the following prospective suppliers: 1) Commsource Systems and Integrated Solutions, Inc., 2) Intelligent Open Systems, Inc. Onprem2Cloud IT Solutions Co., 3) Nimbus Technologies, 4) Gigatech IT Solutions, 5) Nitblis IT Solution. Commsource Systems and Integrated Solutions, Inc. submitted a quotation and price quotation amounting to ONE HUNDRED FOUR THOUSAND PESOS (Php104,000.00).

WHEREAS, per the evaluation of the Bids and Awards Committee with the assistance of IT Personnel, the proposal of Commsource Systems and Integrated Solutions, Inc. conforms to all the terms of reference (TOR), and its price quotation of Php104,000.00, which is equivalent to the ABC,



is the most economical and advantageous to LIBI, thereby rendering the same as the lowest calculated and responsive bid.

WHEREAS, Section 12 of RA, 9184 mandates that the BAC shall recommend the award of the contract to the Head of the Procuring Entity or his/her duly authorized representative.

NOW, THEREFORE, we, the members of the Bids and Awards Committee (BAC), hereby **RESOLVED** as it is **RESOLVE**:

- (1) **AWARD OF CONTRACT** via Negotiated Procurement - Small Value Procurement (SVP) - Section 53.9) to Commsource Systems and Integrated Solutions, Inc. the Procurement for Antivirus Subscription on RA 9184 SVP 53.9 - Alternative Methods of Procurement in the amount of ONE HUNDRED FOUR THOUSAND PESOS (PhP104,000.00).
- (2) **RECOMMENDATION** from the HOPE to grant Notice of Award and Notice to Proceed to implement this Resolution.

Done this 10th day of March 2023, Makati City.

MARIO T. CANLAS

Chairperson

JAYLORD P. DELA CRUZ

Vice Chairperson

MELVIN D. BARNES

Member

JOSIELYN S. MAALA

Member

NIÑO S. RAMOS

Member

RENALYN P. CANEJA

BAC Secretariat





FROM : BIDS AND AWARDS COMMITTEE (BAC)

DATE : MARCH 10, 2023

SUBJECT : QUOTATIONS/PROPOSALS RESULT FOR THE PROCUREMENT OF ANTIVIRUS SUBSCRIPTION (LIBI-RFQ-2023-004)

I. REFERENCE

LBP Insurance Brokerage, Inc. (LIBI), through its Bids and Awards Committee (BAC) will undertake a Small Value Procurement in accordance with Section 53.0 of 2016 Revised Implementing Rules and Regulations of the Republic Act No. 9184.

II. SUPPLIERS

1. Commsource Systems and Integrated Solutions, Inc.
2. Intelligent Open Systems, Inc.
3. Onprem2Cloud IT Solutions Co.
4. Nimbus Technologies
5. Gigatech IT Solutions
6. Nitblis IT Solution

III. RANKING/FINANCIAL REQUIREMENT COMPLIANCE

SUPPLIERS	Commsource Systems and Integrated Solutions, Inc.	Intelligent Open Systems, Inc.	Onprem2Cloud IT Solutions Co.	Nimbustechologies, Inc. (Nimbus)	Gigatech IT Solutions	Net-Bliss IT Solutions
Approved Budget for the Contract (ABC): Three Hundred Thousand Pesos (PhP300,000.00)	104,000.00 ONE HUNDRED FOUR THOUSAND	118,834.00 ONE HUNDRED EIGHTEEN THOUSAND EIGHT HUNDRED THIRTY-FOUR	126,000.00 ONE HUNDRED TWENTY-SIX THOUSAND	196,000.00 ONE HUNDRED NINETY-SIX THOUSAND	235,520.00 TWO HUNDRED THIRTY-FIVE THOUSAND FIVE HUNDRED TWENTY	260,000.00 TWO HUNDRED SIXTY THOUSAND
RANKING (for evaluation)	1st	2nd	3rd	4th	5th	6th

IV. COMPLIANCE TO ELIGIBILITY REQUIREMENTS

	Commsource Systems and Integrated Solutions, Inc.	Intelligent Open Systems, Inc.	Onprem2Cloud IT Solutions Co.	Nimbustechologies, Inc. (Nimbus)	Gigatech IT Solutions	Net-Bliss IT Solutions
Suppliers Rank	1st	2nd	3rd	4th	5th	6th
Supplier Details	62 ILOCOS SUR, BAGO BANTAY Quezon City, Metro Manila, NCR, Philippines 099043794000 Angelica Alvarez, Sales Director	U-208 The Main Place N. Domingo Street Corazon de Jesus San Juan City 1500 San Juan City, Metro Manila, NCR, Philippines 009991690000 Ana Ramirez	Estanislao St, Muntinlupa City Metro Manila, NCR, Philippines 1772 01062658200000 Emmanuel Mamayson	1869 P. Domingo Street, Makati City Metro Manila, NCR, Philippines 1206 007213312000 Vhernie B. Pablo, Sales Admin	91-C LUCIA ST., WEST GRACE PARK Caloocan City, Metro Manila, NCR, Philippines 1406 48538523500001 Maita Monato	St. Raphaels Executive Villa, San Rafael Tarlac City, Tarlac, Region III, Philippines 2300 481123826000 Jeffrey Jose



Eligibility Documents						
Reply Slip (Annex "A") together with the supplier's official proposal/quotation	Complied	Complied	Complied	Complied	Complied	Complied
Valid PhilGEPS Registration Number/Certificate;	Complied	Complied	Complied	Complied	Complied	Complied
Business Registration issued by the Security and Exchange Commission (SEC), Department of Trade of Industry (DTI), or Cooperative Development Authority (CDA), whichever is applicable;	Complied	Complied	Complied	Complied	Complied	Complied
Valid Mayor's/Business Permit issued by the city or municipality where the principal place of business of the prospective supplier is located; and	Complied	Complied	Complied	Complied	Complied	Complied
Certificate of Tax Registration issued by the Bureau of Internal Revenue (BIR)	Complied	Complied	Complied	Complied	Complied	Complied

V. COMPLIANCE TO TERMS OF REFERENCE (TOR)

	Commsource Systems and Integrated Solutions, Inc.	Intelligent Open Systems, Inc.	Onprem2Cloud IT Solutions Co.	Nimbustechologies, Inc. (Nimbus)	Gigatech IT Solutions	Net-Bliss IT Solutions
Suppliers Rank	1st	2nd	3rd	4th	5th	6th
Requirements / Specifications	SEQRITE Endpoint Security (EPS)	Bitdefender Gravity Zone	Avast Essential Business Security 1 Year Subscription	WatchGuard	Microsoft Defender for Business - P1Y - Annual	PANDA SECURITY WATCHGUARD
Comprehensive protection for servers, desktop, and laptop	Complied	Complied	Complied	Complied	Complied	Complied
Management Server for centralized deployment	Complied	Complied	Complied	Complied	Complied	Complied
Must include the following features: Anti-Virus Anti-Malware Anti-Spyware Anti-Ransomware Anti-Phishing Device Control Heuristic Detection Risk Analytics Application control Application whitelisting Web control File Server Protection Centralized Management Control with GUI Smart Centralized Scanning	Complied with Email Protection, IDS/IPS Protection, Patch Management	Complied	Complied with Remote for 1 concurrent access	Complied	Complied	Complied



Capable of disabling USB port						
Technical Support 8x5 Service assistance via email or phone Security updates and software upgrades within the subscription period Provide Comprehensive Service Level Agreement Technical Training on the proper management and best practices on the use of the abovementioned system	Complied	Complied	Complied	Complied	Complied	Complied
Vendor Requirements Vendor must be a certified partner for the product being offered Must have completed similar project in the last three (3) years Joint venture is not allowed	Complied	Complied	Complied	Complied	Complied	Complied
Other Terms:	Incl. Technical training Delivery Date: 5-7 calendar days Vat inclusive					
REMARKS	Lowest Calculated and Responsive Bidder					

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VI. FINDINGS AND RECOMMENDATION

The eligible bidder, **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.**, has complied and was determined to be responsive to all specified in our terms of reference (TOR), eligibility, and financial requirements. Hence, the BAC recommends the approval of the following:

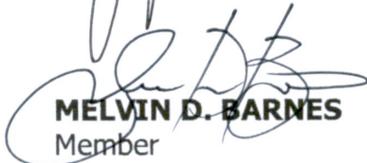
1. Declaration of **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.** as the lowest calculated and responsive quotation/contract; and
2. Award the contract to **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.** for the Procurement of an Antivirus Subscription in the amount of **ONE HUNDRED FOUR THOUSAND PESOS (Php104,000.00)** inclusive of all applicable taxes.

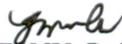
The Bids and Awards Committee


MARIO T. CANLAS
 Chairperson


JAYLORD P. DELA CRUZ
 Vice chairperson


RAMOS S. NIÑO
 Member


MELVIN D. BARNES
 Member


JOSIELYN S. MAALA
 Member


RENALYN P. CANEJA
 BAC Secretariat


ENRICO P. PEÑAMANTE
 IT Analyst



Quote



**LBP (Land Bank of the Phil.
) Insurance Brokerage, Inc.
(LIBI)**
12F SyCipLaw Center, 105
Paseo de Roxas, Legaspi
Village,
Makati City

Issue date
2023-02-13
Expiry date
2023-03-15
Reference
AGA23.018

Commsource Systems and Integrated Solutions, Inc.
62 Ilocos Sur Bago Bantay Quezon City, Metro Manila 1105
Philippines
Phone: (632) 8546-4243 I 8721 4017 I 8250 3650
Email: info@commsource.com.ph
www.commsource.com.ph
VAT Reg TIN: 009-043-794-000

Procurement of Antivirus Licenses and Support _ LIBI-RFQ-2023-004

Description	Qty	Unit price	Total
SEQRITE ENDPOINT SECURITY Total Edition Integrated enterprise security and unified endpoint management console. FEATURES: • Antivirus • Anti-Ransomware • Email Protection • IDS/IPS Protection • Firewall Protection • Phishing Protection • Browsing Protection • Vulnerability Scan • Roaming Platform • Asset Management • Spam Protection • Web Filtering • Advanced Device Control • Application Control • Tuneup • File Activity Monitor • Patch Management *** (1) Year Subscription*** License are inclusive of the following: • Security updates and software updates within the subscription period • Standard 8x5 Technical Support (email, phone,) Mondays-Fridays, 8AM to 5PM within Metro Manila only. • 24x7 International Email Support • Technical Training on the proper management and best practices on the use of the system • Maximum of 8 hours response time, from the time upon receiving the concern through email or phone and minimum of 24 to 48 hours for on-site visit	80	1,300.00	104,000.00

Total P 104,000.00

TERMS & CONDITION

- o Price is VAT Inclusive; (Price is subject to change without prior notice) all amounts are indicated in Philippine Peso.
- o Price Validity is 30 Days
- o Delivery lead time of the License is 5-7 working days upon the receiving of the Purchase Order and signed NCF.

Credit Terms

30 days

Quote



**LBP (Land Bank of the Phil.
) Insurance Brokerage, Inc.
(LIBI)**
12F SyCipLaw Center, 105
Paseo de Roxas, Legaspi
Village,
Makati City

Issue date
2023-02-13

Expiry date
2023-03-15

Reference
AGA23.018

Commsource Systems and Integrated Solutions, Inc. 62
Ilocos Sur Bago Bantay Quezon City, Metro Manila 1105
Philippines
Phone: (632) 8546-4243 I 8721 4017 I 8250 3650
Email: info@commsource.com.ph
www.commsource.com.ph
VAT Reg TIN: 009-043-794-000

Procurement of Antivirus Licenses and Support _ LIBI-RFQ-2023-004

Description	Qty	Unit price	Total
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Contact Person
MARIO T. CANLAS
Chairperson
Bids and Award Committee

Prepared By:
ANGELICA G. ALVAREZ
Sales Director
Phone: +632 8546 4243
Mobile: + +639495688420
E-mail: aalvarez@commsource.com.ph

SERVICE LEVEL AGREEMENT

I. INTRODUCTION

1.1. DEFINITION

This Service Level Agreement (SLA) is an agreement between **Commsource Systems and Integrated Solutions Inc.** ("Commsource") and **LBP (Land Bank of the Phil.) Insurance Brokerage, Inc.** ("LIBI") to cover all the technical services provided by Commsource to LIBI. This SLA includes a description of the technical services provided by the Commsource to LIBI. Also included are the responsibilities of LIBI to Commsource.

1.2. DEFINITIONS OF TERMS IN SLA

CUSTOMER : LIBI
IT : Commsource Technical Support Team

The following list are the assigned people to assist on Seqrite Endpoint Security or any IT related projects. They will be the one in charge to support your technical concerns.

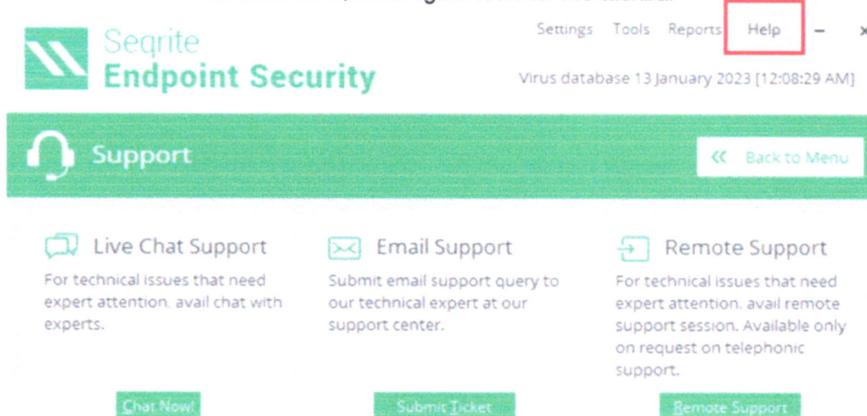
A. LOCAL SUPPORT

NAME	DESIGNATION	CONTACT NUMBER	EMAIL ADDRESS
Nicko O. Navarrete	Business Unit Head	0998 598 3472	nnavarrete@commsource.com.ph
Angelica G. Alvarez	Sales Director	0949 5688 420	aalvarez@commsource.com.ph
Ernesto M. Tandoc	Solutions Engineer	8721 4017	etandoc@commsource.com.ph
Eugene M. Francisco	Solutions Engineer	8721 4017	efrancisco@commsource.com.ph
Lean Carlo H. Melo	Technical Administrator	8721 4017	tech-support@commsource.com.ph
Jamille I. Araojo	Product Manager	8721 4017	jaraojo@commsource.com.ph
Glenn Wilfred Beridico	Business unit Head	0998 598 3518	gwberidico@commsource.com.ph

Commsource Telephone Hotline: (632) 8546-4243 | 8721 4017 | 8250 3650 Monday to Friday 8:00AM to 6:30PM

B. INTERNATIONAL SUPPORT

Click the **SEQRITE** agent icon on the taskbar



International Tech Support Hotline: 632 8271 1729 Monday to Sunday 11:30 AM (PHT) to 11:30 PM (PHT)

Please Note: Support is not available on Indian National Holidays.

Trouble/Issue Ticket : A phone call or email from the Customer to Commsource describing the issue or problem encountered. The technical person who addressed/resolves the issue/ticket documents any via email or phone call.

Product : Seqrite Endpoint Security (1 Year of subscription)

II. SERVICES

2.1. SOFTWARE SUPPORT

Commsource provides the following technical support for all -supplied and/or approved software, which includes Seqrite Endpoint Security 1 Year Subscription:

- technical assistance for individuals and/or groups;
- troubleshooting of software defects;
- ongoing maintenance a
- nd application of updates.

Commsource technician will install software that is required by the Customer for business-related purposes. Commsource reserves the right to test, analyze and refuse installation of software which proves to be detrimental to network, systems, security or performance.

2.2. AVAILABILITY

Commsource Technical Support staff shall provide support during business hours (except for holidays), Monday through Friday, from **8:00PM to 6:30PM** for Local Support which includes Remote Assistance (support through On site, phone, email and remote application) and 24x7 Remote Assistance (support through phone, email and remote application) for International support provided by the Vendor. The most efficient way to request support is to send an email along with a detailed description of the request and/or problem to **tech-support@commsource.com.ph** or to the assigned **Account Manager**.

Onsite support within Metro Manila will be provided within a minimum of two (2) hours response time, from time the concern is received through email or phone. Work that is requested by the Customer outside of these normal business hours or on recognized holidays will be charged at overtime billing rates and will be billed directly to the requesting Customer.

Commsource Technical Support Staff will conduct a quarterly visit and maintenance systems check-up of the Seqrite Endpoint Security Centralized Management Console installed at the Head Office and remote checking on the client side through the centralized management console.

2.3. TECHNICAL SUPPORT LEVEL

Below are the definitions for the technical support levels that exist within Commsource Technical Support.

These definitions apply where Commsource Technical Support partners are providing one or more levels of technical support:

- **Technical Support Level 1.** Problem Verification. This is the end user's first contact with a support resource. Technical support staff responds to technical inquiries regarding the service, installations, and configurations. Provides problem diagnostic services for identifying problems and generic application faults, analysis, and where possible, problem resolution.
- **Technical Support Level 2.** Problem Determination; Specialist-level Technical Support. Level 2 is the problem escalation resource for Level 1. Technical support staff performs problem isolation and replication, lab simulations and interoperability testing, provides remote diagnostics services, and implements resolutions for a problem that is not the result of an error.
- **Technical Support Level 3.** Problem Resolution; Senior-level Technical Support. Level 3 is the problem escalation resource for Level 2. Senior technical support staff, if required, perform troubleshooting, isolates a problem/error and implements a resolution, including development of a workaround, which restores operations. In the case of an error, the Level 3 staff identifies the source of the error, creates a reproducible test, and documents the details of the error for escalation, if required.

2.4. RESPONSE TIME

All logged requests to the Helpdesk will receive a response based on assigned priority. The following response times are for trouble tickets which require technical support:

- **Critical Priority:** The technician will make the initial contact and begin problem resolution within 15 minutes. The goal will be to resolve the problem within three hours after the initial contact.

- **High Priority:** The technician will make the initial contact and begin problem resolution within 30 minutes. The goal will be to resolve the problem within six hours after the initial contact.
- **Medium Priority:** The technician will make the initial contact within one business day and will resolve the problem within three business days after the initial contact.
- **Low Priority:** The technician will make the initial contact within 2 business days and will negotiate a schedule for resolution with the client/Customer.

2.5. TECHNICAL SERVICES FOR PROVINCIAL BRANCHES

Onsite support services outside Metro Manila or provincial branches shall be at the expense of the client (i.e. travel and accommodation and per diem expenses of the technical staff), otherwise, the client has the prerogative to bring the unit to their Metro Manila office/s for the engineers to do the necessary services.

In case of hardware problem, the customer shall be responsible in fixing of the defective part/s and firmware and / or replacement of defective part/s in case defective part/s is irreparable.

In case where the Customer requires special technology products or assistance other than those provided and supported by Commsource, Commsource may recommend that the Customer procure services from a qualified contractor. The cost for special projects is the sole responsibility of the Customer (see below for Customer Responsibilities).

III. CUSTOMER RESPONSIBILITIES

Customer agrees to:

- Notify Commsource immediately upon separation of any employee or subcontractor;
- Include Commsource related with Seqrite Endpoint Security planning activities (note: Any unapproved third party technology is subject to immediate removal);
- Ensure that all third parties such as SIEM, Mobile device Management, Full Disk Encryption and the like, contracted by Customer are pre-approved by Commsource before providing any hardware, software or support services to Customer (note: Commsource will not provide support and will not reimburse Customer for any hardware, software and/or support services which have not been approved)

IV. EXCLUSIONS

- Defects or damages resulting from use of the product other than its normal and customary manner.
- Defects or damages from misuse, accident, neglect, alteration, modification, or adjustment.
- Defects or damages caused by alterations/modification by other technicians not authorized by Commsource.
- Product's serial number has been removed or made illegible.

V. EXCUSED PERFORMANCE

Commsource shall not be liable for any failure or delay in carrying out any part of this agreement if such is prevented, hindered or delayed by reasons or causes beyond reasonable control including, but not limited to, labor disputes, strikes, other labor or industrial disturbances, acts of God, flood, shortages of materials, earthquakes, casualty, war, acts of the public enemy, riots, insurrections, embargoes, laws, blockades, actions, restrictions and/or regulations or orders of any government agency or subdivision thereof.

Commsource maximum liability for damages caused by the fault or negligence of the site under this Agreement shall be limited to payment coverage by Customer for the services involved. In no event shall Commsource be liable for any interruption of service, loss of business or anticipatory profits, or consequential damages resulting from the use or operation of the equipment. In no event shall Commsource be liable for loss of profits or any indirect, special, or consequential damages arising out of any breach of this Agreement.

VI. CONFIDENTIALITY AND DATA PRIVACY – GENERAL

Commsource acknowledges that any sensitive, proprietary, private or otherwise undisclosed information regarding confidential files is received for the sole benefit of Commsource used in Seqrite Endpoint Security project. All documents, computer files, and data that Commsource develops or create (or causes to be developed or created) in the course of Commsource engagement with LBP Insurance Brokerage, Inc including but not limited to

projections, spreadsheets, reports, presentation, correspondence, memoranda, and journals (collectively the "Work Product") may only be used in the course of providing Endpoint security services to LBP Insurance Brokerage, Inc.

VII.

LIABILITY

Commsource is liable for any damages, data leakage or any data breaches caused by the fault or negligence on storing the data information. In consequence, Commsource is subject for any liable cost for whatever damage, data leakage or any data breaches as construed and conducted by governing authorities constituted by RA 10173 also known as "Data Privacy Act 2012".

VIII.

NON DISCLOSURE AGREEMENT

This Nondisclosure Agreement (the "Agreement") is entered into by and between **LBP INSURANCE BROKERAGE, INC.** ("Disclosing Party") with its principal offices at SYCIP LAW CENTER, 105 Paseo de Roxas, Legazpi Village, Makati, 1229 Metro Manila, and , **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.** ("Receiving Party"), located at 62 Ilocos Sur Bago Bantay Quezon City, Metro Manila 1105 for the purpose of preventing the unauthorized disclosure of Confidential Information as defined below. The parties agree to enter into a confidential relationship with respect to the disclosure of certain proprietary and confidential information ("Confidential Information").

- **Definition of Confidential Information**

For purposes of this Agreement, "Confidential Information" shall include all information or material that has or could have commercial value or other utility in the business in which **LBP INSURANCE BROKERAGE, INC.**, is engaged. If Confidential Information is in written form, the **LBP INSURANCE BROKERAGE, INC.** shall label or stamp the materials with the word "Confidential" or some similar warning. If Confidential Information is transmitted orally, the **LBP INSURANCE BROKERAGE, INC.** shall promptly provide a writing indicating that such oral communication constituted Confidential Information.

- **Exclusions from Confidential Information**

COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC. obligations under this Agreement do not extend to information that is: (a) publicly known at the time of disclosure or subsequently becomes publicly known through no fault of the **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.**; (b) discovered or created by the **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.** before disclosure by **LBP INSURANCE BROKERAGE, INC.**; (c) learned by the Receiving Party through legitimate means other than from the **LBP INSURANCE BROKERAGE, INC.** or **LBP INSURANCE BROKERAGE, INC.**'s representatives; or (d) is disclosed by **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.** with **LBP INSURANCE BROKERAGE, INC.**'s prior written approval.

- **Obligations of Receiving Party**

COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC. shall hold and maintain the Confidential Information in strictest confidence for the sole and exclusive benefit of the **LBP INSURANCE BROKERAGE, INC.** **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.** shall carefully restrict access to Confidential Information to employees, contractors and third parties as is reasonably required and shall require those persons to sign nondisclosure restrictions at least as protective as those in this Agreement. **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.** shall not, without the prior written approval of **LBP INSURANCE BROKERAGE, INC.**, use for **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.**'s own benefit, publish, copy, or otherwise disclose to others, or permit the use by others for their benefit or to the detriment of **LBP INSURANCE BROKERAGE, INC.**, any Confidential Information. **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.** shall return to **LBP INSURANCE BROKERAGE, INC.** any and all records, notes, and other written, printed, or tangible materials in its possession pertaining to Confidential Information immediately if **LBP INSURANCE BROKERAGE, INC.** requests it in writing.

- **Time Periods**

The nondisclosure provisions of this Agreement shall survive the termination of this Agreement and **COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC.**'s duty to hold Confidential Information in confidence shall remain in effect until the Confidential Information no longer qualifies as a trade secret or until **LBP INSURANCE BROKERAGE, INC.** sends **COMMSOURCE SYSTEMS AND**

Commsource Systems and Integrated Solutions, Inc.

62 Ilocos Sur Bago Bantay Quezon City, Metro Manila 1105 Philippines

Phone: (632) 8546-4243 | 8721 4017 | 8250 3650

Email: info@commsource.com.ph | www.commsource.com.ph

INTEGRATED SOLUTIONS, INC. written notice releasing COMMSOURCE SYSTEMS AND INTEGRATED SOLUTIONS, INC. from this Agreement, whichever occurs first.

- **Relationship**

Nothing contained in this Agreement shall be deemed to constitute either party a partner, joint venturer or employee of the other party for any purpose.

- **Severability**

If a court finds any provision of this Agreement invalid or unenforceable, the remainder of this Agreement shall be interpreted so as to best to effect the intent of the parties.

- **Integration**

This Agreement expresses the complete understanding of the parties with respect to the subject matter and supersedes all prior proposals, agreements, representations, and understandings. This Agreement may not be amended except in a writing signed by both parties.

- **Waiver**

The failure to exercise any right provided in this Agreement shall not be a waiver of prior or subsequent rights.

- **Notice of Immunity**

Employee is provided notice that an individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that is made (i) in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual (i) files any document containing the trade secret under seal; and (ii) does not disclose the trade secret, except pursuant to court order.

This Agreement and each party's obligations shall be binding on the representatives, assigns and successors of such party. Each party has signed this Agreement through its authorized representative.

IX. PRE-TERMINATION OF AGREEMENT

In case of failure to comply with the terms and agreement stipulated in this contract, wherein there is sufficient grounds affecting the interest either party, both parties can terminate the said contract. However, the pre terminating party shall notify the concerned party in writing 30 days before the intended date of termination. It is recommended that parties to exhaust possible means to come into terms in order to remediate the concern of either party. No contractual obligation in case the agreement was pre-terminated.

X. DATA RETENTION

Commsource Systems ensures the privacy and confidentiality of the data information gathered by any personnel and it will use only for internal activities such as implementation, support services and the likes. Commsource only capture the following information like department names, ip addresses, computer information (hardware and software details) and other related documents needed upon the technical activities.

Commsource will keep the data gathered up to 5 Years, in the event of pre termination of agreement, Commsource will conduct data shredding and data clean up to ensure that the data information gathered will be no longer available and it will not be used for any fraudulent and misconduct activities.

XI. GOVERNING LAWS

This agreement shall be governed, construed and interpreted in accordance with the laws of the Republic of the Philippines and the parties hereby irrevocably submit to the exclusive jurisdiction of the Courts of the Philippines.