SHARED CYBERDEFENSE SOLUTION

Terms of Reference (Insurance Cluster)

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1. Name and Description of the Project

With the continued evolving nature of cybersecurity risks, the Secretary of Finance has mandated various agencies under the Department to establish a cost-effective defense strategy that will add a layer of defense for the agencies to shield their respective IT systems from potential cybersecurity threats, along with other possible risks and data breaches in the digital landscape.

For this Terms of Reference (TOR), it will cover the Insurance Cluster composed of the Bureau of the Treasury (BTr), Government Service Insurance System (GSIS), Social Security System (SSS), Insurance Commission (IC), and Philippine Deposit Insurance Corporation (PDIC).

2. Project Objective and Scope

The proposed Common Cyber Defense Solution shall require the vendor to provide a two (2) year subscription for the provision of Security Monitoring and Management, Vulnerability Management, Threat Intelligence, and Incident Response. This is primarily focused on the National Institute of Standards and Technology (NIST) Cybersecurity Framework – Identify, Protect, Detect, Respond and Recover.

The Approved Budget for the Contract (ABC) shall be the upper limit or ceiling for the proposal, and shall cover all project costs, including, but not limited to the following:

- Subscription cost that will be based on the number of endpoints (inclusive of servers) for each agency (i.e., BTr – 1,600, GSIS – 4,200, SSS – 8,000, IC - 1,000, PDIC – 1,200) and includes project management, consulting, requirements validation, customization, training, integration, training, production deployment, system integration, change management and other out-of-pocket expenses (e.g., transportation allowance, per diem, etc.);

- The Shared Defense subscription shall commence immediately after the Phase 1 implementation of the project.

- Post Go Live support starting from the implementation date; and

- All applicable taxes, service fees and charges (e.g., fund transfers fees, foreign exchange difference)

The proposed Common Cyber Defense Solution for the Insurance Cluster shall be procured in one lot which shall consist of sublots per agency. Likewise, this shall be the basis for awarding per agency.

The pricing shall be uniform for all agencies in the cluster.

Other Requirements

During procurement, the bidder is required to submit respective proposals for all the agencies concerned.

3. Functional and Non-Functional Requirements

The vendor shall respond to each requirement stated herein. Failure to conform to any of the specifications shall be sufficient grounds for disqualification.

I. Functional Requirements

<table>
<tr><th>A. Security Monitoring and Management</th><th>COMPLIED</th><th rowspan="2">REMARKS</th></tr>
<tr><th>A.1 Security Operations Center (SOC)</th><th>Y/N</th></tr>
<tr><td>1. The service provider shall provide a cloud-based SOC for individual agencies with complete Security Information and Event Management (SIEM) and Security Orchestration, Automation, and Response (SOAR) solution that allows for two-way integration with the agencies data sources, capture of near real-time log data, and must perform correlation between data sources during investigation which shall also be accessible by the individual agencies.</td><td></td><td></td></tr>
<tr><td>2. The service provider shall set up a cluster level SOC dashboard to have an integrated and high level overview of the cluster agencies security posture.</td><td></td><td></td></tr>
<tr><td>3. The SOC, through the SIEM, shall detect and monitor threats, correlate with threat intelligence sources, generate alerts, conduct investigation, and escalate tickets to the agencies on a 24x7 basis, using the Security Operations Center (SOC) platform, inclusive of the security tools to be provisioned for the agencies.</td><td></td><td></td></tr>
<tr><td>4. There must be a proper onboarding and integration period between the service provider and the agencies prior to full SOC operation to ensure completeness of SOC visibility and familiarization with the agencies processes and network behavior.</td><td></td><td></td></tr>
<tr><td>5. The SOC solution shall have its own ticketing tool for incident ticket generation.</td><td></td><td></td></tr>
<tr><td>6. The SOC solution, through the SIEM, shall classify security events based on the following risk rating matrix containing the following information. The report method shall be thru call and/or e-mail:

<table>
<tr><th></th><th></th><th colspan="4">Impact</th><th></th></tr>
<tr><th></th><th>Response Time</th><th>High</th><th>Medium</th><th>Low</th><th>Very Low</th><th>Report Time</th></tr>
<tr><td rowspan="4">Priority</td><td>Within 2 hours</td><td>P1</td><td>P2</td><td>P2</td><td>P3</td><td>within 15 minutes</td></tr>
<tr><td>Within 12 hours</td><td>P2</td><td>P2</td><td>P3</td><td>P4</td><td>within 30 minutes</td></tr>
<tr><td>Within 24 hours</td><td>P2</td><td>P3</td><td>P3</td><td>P4</td><td>N/A</td></tr>
<tr><td>24 hours</td><td>P3</td><td>P3</td><td>P4</td><td>P4</td><td>N/A</td></tr>
</table>
▪ Impact: Severity of the security event to critical assets
▪ Priority: Based on the impact and severity
▪ Nature of threat
▪ Potential business impact
▪ Remediation recommendations</td><td></td><td></td></tr>
</table>

**Response Time: How soon the security incident must be acknowledged by the service provider* **Report Time: How soon a reference number/ problem ticket must be created by the service provider and received by the agency. The Report Time is included in the Response Time.*		
7. Monthly monitoring service management: The service provider shall conduct regular meetings with the agencies IT stakeholders to review SOC performance and discuss the overall IT security posture of the agencies, including fine-tuning of configurations and provision of best practices advice, to aid in continuous improvement. Regular written reports must also be available to track the status of cases and the assistance needed. Monthly reports shall contain, but not limited to: • SLA Performance • Correlated Events Overview • Correlated Events Graph Distribution Overtime • Correlated Events and Rules Triggered Summary • Summary of Incident Ticket per Use Cases Incident Management		
8. The service provider shall ensure flexibility and scalability of the agencies SOC platform and shall ingest and process all events sent by the agencies for the SIEM and SOAR requirements including its current and future needs.		
9. The service provider shall facilitate SOC security briefing at least once a month for the agencies to present the latest local and international news and updates in Cyber security.		
10. The Cloud based SOC shall be hosted in a country where confidentiality of the information shall be ensured. The platform provider or country where the platform is hosted shall not be able to access or force the service provider to disclose the information without agency and/or cluster approval.		
A.2 Managed Detection and Response	**COMPLIED**	**REMARKS**
A.2.1 Deployment and Management	**Y/N**	
1. The service provider shall supply Managed Detection and Response services, including the Endpoint Protection / Endpoint Detection and Response (EDR) licenses required for supported endpoints. Supported endpoints refer to Windows endpoints, Windows servers, major Unix and Linux distributions, MacOS, Mobile devices, that is still under support or extended support by the manufacturer.		
2. The solution must be categorized as a leader in the latest Forrester or Gartner Magic Quadrant for Endpoint Protection.		
3. The solutions provider must be capable to deploy the endpoint technology to workstations and servers, including Windows, Mac, Unix and Linux assets, using the agencies or the solutions providers deployment tool, and must support both physical and virtual environments.		

4. For non-supported systems, other means of monitoring must be performed, such as network detection and response (NDR or similar) tool shall be provided.		
5. The solution shall detect and prevent attacks on-premise, for supported and unsupported endpoints, including agency deployments in public clouds, if any, such as, but not limited to Amazon Web Services (AWS), Azure, Oracle Cloud and Google Cloud.		
6. The solution shall be capable to block malicious indicators of compromise (IOCs) and behaviors of compromise (BOCs) automatically with expert review of detections by analysts to ensure there is always human oversight on technology.		
7. The solution shall allow custom enforcement policies to neutralize sophisticated malware and lateral movement utilizing ”living off the land” techniques that can potentially evade standard detections, however, ensuring that these custom policies does not impede business operations.		
8. Update of Indicators of Compromise (IOC) and watchlist repository, whenever applicable		

A.2.2 Prevention and Detection	**COMPLIED Y/N**	**REMARKS**
1. The solution shall have integration with the SIEM for central monitoring and analysis, including the setup of relevant dashboards such as but not limited to, attacks, threats, endpoints at risk.		
2. The solution should utilize signature-based and/or signature-less detection techniques to protect against known and unknown attacks.		
3. The solution should have Machine Learning and Behavioral Pattern Indicator of Attack (IOA) detection capability.		
4. The solution must be able to detect and prevent the following: • exploitation behavior using IOAs and no signatures. • ransomware behavior using Behavior IOA patterns and no signatures. • file-less malware using Behavior IOA patterns. • malware-free tradecraft using Behavior IOA patterns. • BIOS level attacks • Privilege Escalation • Exfiltration • Connection to malicious command and control destinations		
5. The solution must be able to enrich a detected event with its own threat intelligence and not any third-party Intelligence including mapping of the technique, tactic and procedure (TTP) against the MITRE ATT&ACK framework.		
A.2.3 Threat Hunting and Response	**COMPLIED Y/N**	**REMARKS**
1. The service provider must provide 24x7 Managed Threat Hunting Service, supported by experienced and certified analysts or incident responders for the remote response on		

endpoint incidents/events		
2. The service provider must have pre-built threat hunting applications and queries		
3. The service provider must be able to get context from indicators such as IP's, URL's, domains, or hashes using the tools within the platform, including associated events with unique visibility including account creation, login activity, local firewall modification, service modification, sources of remote operations (including scheduled task creations, registry changes, WMIC execution, among others)		
4. The solution shall be able to isolate "at-risk" endpoints, including the blocking the launching of suspicious or malicious applications.		
5. The solution shall allow blacklisting and whitelisting of hashes manually through the solution.		
6. The solution shall provide remote response by administrators, analysts, or incident responders such as containment, deleting files, killing process among others without the need for additional tools or agents.		
7. The solution shall provide root cause analysis of all identified malicious activity.		
A.3 Security Information and Event Management (SIEM)	**COMPLIED Y/N**	**REMARKS**
1. The solution provided must be categorized as a leader in the latest Forrester or Gartner Magic Quadrant for SIEM.		
2. The solution shall provide individual agency, web-based dashboards for accessing their agency information about alerts, attacks, track remediation on incidents, generate and extract reports which can be presented near real-time or over a time period. The agencies must be able to request customized dashboards and ad-hoc reports from the service provider.		
3. The solution shall be capable to support collection of different types of metadata (e.g., logs, security events, network flows, among others) from data sources and shall include log compression and industry standard encryption at rest and in transit to ensure security of captured data from disclosure to disinterested parties.		
4. The data sources ingested by the solution shall include at least the events from perimeter security tools, active directory logs, endpoint protection, and endpoint detection and response tools, including events from sensors that may be deployed by the solutions provider, if needed.		
5. The service shall have content packs that are prebuilt configurations for common security use cases that provide sets of rules, alarms, baselines, views, reports, variables, and watchlists.		
6. The service shall provide advanced security capabilities, such as User and Entity Behavioral Analytics (UEBA), natively within its own platform.		
7. The solution must have a global threat intelligence subscription service for data enrichment to quickly identify attack paths and past interactions with known bad actors and increase		

threat detection accuracy while reducing response time.		
8. The solution must be able to generate and send actionable items to the automation and orchestration tool as well as generate and send alerts to both service provider and agency analysts and incident responders.		
9. The service provider shall ensure the availability of the ingested raw logs for at least twelve (12) months with comprehensive searchability. The retention of the logs shall be within the duration of the contract, after which, the logs will be archived and given to the agencies in an agreed format. The logs, including evidences of security incidents, should be tamper proof and made available for legal and regulatory purposes, as required.		
A.4 Security Orchestration, Automation and Response (SOAR)	**COMPLIED Y/N**	**REMARKS**
1. The solution must be able to integrate with the SIEM and fully orchestrate security operations and provide security teams with case management, automation, and investigation within a single pane of glass		
2. The solution must have visibility into the security operation provided via dashboards, KPIs and customizable reporting		
3. The solution must be able to support machine driven and analyst led response to remediate threats in a consistent and auditable manner		
4. The solution must render alerts, cases, query reports, and events into clustered and contextualized threat storylines with a high degree of visualization		
5. The solution must be an open architecture that allows for easy connectivity and integrations to any existing system, bringing them all together into a single, contextual language. Integration with other solutions can either be out of the box or customized.		
6. The solution must be able to accelerate security incident processes by automating or semi automating workflows		
7. The solution must be include out of the box or customizable playbooks of best practices to scale operations, drive consistency in response and meet compliance requirements. Playbooks deployed shall include at least: • Phishing enrichment and response • Malware endpoint response • Login Anomalies (multiple failed logins, unusual activity such as login attempts outside office hours, etc) • Unusual browsing activity • Web attack profiling and blacklisting		
8. The solution should provide pre-set and customizable KPI metrics to monitor threat response efficacy and team performance.		

B. Vulnerability Management and Penetration Testing		
B.1 Vulnerability Management	**COMPLIED Y/N**	**REMARKS**
1. The solution provided must be a cloud based service, integrated within the SIEM, that shall give immediate global visibility into where the Agency IT system might be vulnerable to the latest Internet threats and how to protect them.		
2. It should be able to continuously identify threats and monitor unexpected changes in the network before they turn into breaches. The solution can be agentless or agent-based if continuous monitoring is required on specific systems.		
3. The solution should be able to scan systems anywhere in the Agency environment, from the same console: whether the asset is on the perimeter, the internal network, or cloud environments (such as Amazon Web Services, Oracle Cloud, Microsoft Azure or Google Cloud) with the ability to create custom reports showing each audience just the level of detail it needs to see.		
4. The solution should be able to identify and prioritize critical vulnerabilities and risks to enable the agencies to prioritize the remediation of the highest business risks using trend analysis, zero-day and patch impact predictions.		
5. The solution should be able to track vulnerability data across hosts and time, to give a better understanding of the agencies security posture. The reports can be changed through existing pre-built templates, without the need to rescan. The reports can be generated on demand or scheduled automatically and then shared with the appropriate recipients online, in PDF or CSV		
6. The solution should be able to automatically gather and analyze security and compliance data in a scalable backend, with provisioning additional capabilities as easy as checking a box.		
7. The solution should be able to proactively address potential threats whenever new vulnerabilities appear, with real-time alerts to notify the agencies immediately, without the need to schedule scan windows or manage scanning credentials.		
8. The solution must be able to conduct a continuous compromise assessment, which shall include at the minimum: • Identification of the specific vulnerabilities, at risk, and/or compromised assets • Evaluation of scanned assets and identification of possible vulnerability linkages through a detailed analysis of the results		
B.2 Vulnerability Assessment and Penetration Testing (VAPT)	**COMPLIED Y/N**	**REMARKS**
1. Vulnerability Assessment and Penetration Testing (VAPT) shall be performed annually on an agreed schedule and scope with the agencies. The VAPT scope may include network infrastructure, applications (e.g., public-facing web and mobile applications), Application Programming Interfaces (APIs), endpoints, hosts and databases, including member service systems or kiosks, if any and among others.		

2. The service provider shall deliver and maintain a vulnerability database with relevant software version upgrades and security policy update recommendations, inclusive of changes to existing and new vulnerability and threat signatures.		
3. The service provider shall provide online reporting and metrics capability: • VAPT results/data (including risk, remediation status, and data compromised, if any) and access to historical test result and trend analysis delivered via the service provider's portal shall be accessible to the agencies. This would also include handholding with the agencies concerned to properly remediate/mitigate vulnerabilities, findings, and observations.		
4. The service provider shall have predefined fields/templates for the generation of reports, such as, but not limited to: • VAPT Report (i.e., Executive Summary, Conclusion for Management Area, and Specific Action Plans) • Security Profiling Results (including reports from automated scanning tools) • Detailed observations and recommendations		
5. Common Vulnerability Scoring System values: • The service provider shall use CVSS v3.0 or later for risk ranking and prioritizing security vulnerabilities.		
• The service provider shall be capable to generate multi-format reports, including exporting of report data in PDF, Microsoft Excel, XML, CSV, and HTML.		
6. The service provider shall perform Host discovery and Operating System (OS) fingerprinting functionalities for the following, but not limited to: • Windows (all versions) • Linux and other Unix flavors (all versions) • Network and security related equipment, whether software or hardware-based • User profile settings • Advanced password analysis		
7. The service provider shall perform common service discovery and fingerprinting functionalities for the following, whether on-premise or cloud-based: • Application servers • Authentication servers • Backdoors and remote access services • Backup applications/tools • Database servers • Active Directory, Lightweight Directory Access Protocol (LDAP) • Domain Name Systems (DNS) • Mail servers and Simple Mail Transfer Protocols (SMTP) • Network File Systems (NFS), Network Basic Input/Output System (NetBIOS) and Common Internet File Systems (CIFS)		

• Network Time Protocols (NTP) • Remote Procedure Calls • Routing protocols • Simple Network Monitoring Protocol (SNMP) • Telecommunications Network (Telnet), Trivial File Transfer Protocol (TFTP), Secure Shell (SSH) • Virtual Private Network (VPN) • Web and mobile applications • Web servers		

C. Threat Intelligence	**COMPLIED**	**REMARKS**
1. The solution shall deliver threat intelligence on the following:		
• Brand protection - company names/domain		
• Social media pages		
• External Internet Protocol (IP) addresses		
• Website and mobile application monitoring		
• VIP e-mails		
• Sector monitoring Financial, Government, Insurance, and Healthcare		
• Society for Worldwide Interbank Financial Telecommunication (SWIFT) codes		
• Credit cards		
• GitHub		
• Custom queries		
• Unlimited Site take downs during the duration of the contract (i.e., phishing, social media sites, and others)		
• Scraping databases that contain large amounts of data found in the deep and dark web		
• Third party queries		
• Investigation		
• Threat library		
2. The threat intelligence solution must, at minimally, harvest data from the following open, technical and closed sources types:		
• Mainstream Media (including news, information security sites, vendor research, blogs, vulnerability disclosures)		
• Social Media		

• Forums		
• Paste Sites		
• Code Repositories		
• Threat lists (including spam, malware, malicious infrastructure)		
• Dark Web (including multiple tiers of underground communities and marketplaces)		
• Original research from in-house human intelligence analysts		
3. The solutions provider must be able to:		
• Detect and take down servers launching phishing attacks		
• Take down of fake applications that impersonate legitimate ones from app stores.		
• Take immediate action on the agencies behalf and provide all the context to execute rapid take-down of malicious servers, websites or social media accounts.		
4. The solution shall be capable to detect leaked Personally Identifiable Information (PIIs) and the agencies information from the deep and dark web, social media, and other forms of instant messaging platforms and provide recommended action plan.		
5. The threat intelligence solution must be able to identify fraudulent social media accounts that are impersonating the agencies and its executives		
6. The solution shall monitor the domains and IP addresses that have bad reputation.		
7. The service provider shall consume internal and external threat intelligence into its threat analysis process.		
8. The service provider shall deliver weekly intelligence summary reports on the latest cyber threats, including detected information on the intention to target agencies or other government industries, major activist campaigns, and indications of activism against the agencies, financial and health sector, and the government. 9. The service provider shall provide a special report or notice to the agencies immediately, should there be any information or detection of targeted attacks against the agencies, the government or the sectors of the concerned agencies.		

D. Incident Response	COMPLIED Y/N	REMARKS
1. The service provider shall review the agencies Incident Response Plan (IRP), which would guide the agencies on the creation, enhancement, and documentation of incident response playbooks, policies, and guidelines, such as, but not limited to: • Escalation process • Incident containment process • Incident eradication process • Incident recovery process • Incident identification process • Process flow		

2. The service provider shall act as the Incident Response (IR) Manager and facilitate the six (6) phases of IR. The service provider must be on-call and will conduct the IR activities onsite, as necessary (i.e., in cases of breach). The IRs per agency shall cover 200 accumulated hours per year. Beyond the required 200 hours, the agencies shall shoulder the cost. In case the 200 hours allotted for IR is not fully or not consumed, it can be converted to other services, such as training among others, that the provider can render for information security.		
3. The service provider shall conduct an annual, or as needed, IR readiness training to the agencies Computer Security Incident Response Teams (CSIRT), including IT security awareness trainings to both technical and non-technical audiences of the agencies. The readiness training shall include best practices recommendation in isolation, containment, and remediation activities of the security incident.		
4. The service provider shall conduct an annual, or as needed, incident response drill or simulation exercises with the agencies-CSIRTs to improve detection and internal readiness for cyber security incidents. This will include internal and external incident communications, reduced impact on operation continuity, reporting to regulators (e.g., NPC, DICT), CSIRT readiness, blue team capability, tabletop exercises, among others.		
5. The Service Provider shall map security playbook and runbooks for applicable security use cases to guide client on their incident response.		
6. The service provider shall deliver technical assistance to the agencies CSIRTs during emergency (successful) breach response.		
7. The Service Provider shall have a facility to receive client's reported incident (via authorized point of contact from client) for incidents not captured on the monitoring tool.		
8. The service provider shall deliver network/firewall/web applications breach response.		
9. The service provider shall identify, cleanse or contain malicious code, malware, spyware, and system-file hacks.		
10. The service provider shall deliver root cause analysis to identify the intrusion vector and provide mitigating procedures to address network and system vulnerabilities.		
11. The service provider shall identify indicators of compromise and scan the network to search for other related infected systems.		
12. The service provider shall deliver insider threat investigation, as needed.		
13. The service provider shall deliver employee misconduct investigations, as needed.		
14. The service provider shall deliver incident and investigation reports.		
15. The service provider shall have a certified and recently trained (at least in the past 12 months) in-house cyber security forensics specialist, to support advanced investigation.		
16. The service provider shall assist in the following: • Incident handling preparation and execution • Crisis management • Breach communication • Forensic analysis including preservation of evidence for chain of custody		

requirements

- Remediation

17. The Service Provider shall rate the prioritization and severity of security incidents and create a service ticket as per agreed Service Level Agreement (SLA).

Service Level Agreement (SLA)

1. Acknowledgement SLA - The Acknowledgement SLA Percentage shall be computed per month base on the total number of missed hours exceeding the Acknowledgement SLA guarantee of fifteen (15) minutes per incident

Service Level Target	Description
98%	Acknowledgement SLA of 15 minutes from the time incident is detected by SIEM or from the time the Client provides a proof of compromise (POC) incident report, whichever comes first, up to the creation of service ticket.

Incident Response SLA - Time to respond or provide request from when incident or request is reported based on severity level.

Priority Level	Incident Response Time	Reference:
P1 - Catastrophic	Within 60 minutes	From the creation of service ticket up to triage. Triage is when the SOC L2 Incident Responder communicates with the client to further investigate and provide recommendation on how to contain, remediate, and recover from the security incident.
P2 - Critical	Within 90 minutes	
P3 – Marginal	Within 120 minutes	
P4 - Negligible	Within 160 minutes	

	Target Response Time % per Month		
Incident Priority	1 and 2	3 and 4	
	>=90%	>=80%	Sum of the number of incidents meeting required Response Time for all days in the month

II. Non-functional Requirements

A. Access Management	COMPLIED Y/N	REMARKS
1. All credentials with the service provider shall be stored in a monitored central management system. These are leased to the agencies once strong authentication has been implemented and for the specific task for which it was authorized.		
2. The service provider's solution shall be accessed through a centralized portal, which enforces session timeouts, mandates the use of multi-factor authentication (MFA), and provides anomaly detection for monitoring user behavior.		
3. The service provider shall maintain logical access controls which are role-based, including principles of least privilege and segregation of duties.		
4. All passwords must have a minimum of fifteen (15) characters. Passwords must be changed every ninety (90) days and cannot be the same as the prior three (3) passwords. The service provider's system must mask passwords when entered and store password files separately from the application system data. Only encrypted hashes of passwords may be stored and transmitted.		
5. All access from the service provider's managed endpoints to sensitive resources shall be done via VPN configured with MFA. Opportunistic Transport Layer Security (TLS) is configured by default for e-mail. Remote hardware is managed by comprehensive enterprise management software that allows for maintenance and access control management.		
6. The service provider shall provide physical and environmental controls at the primary and secondary sites for this project.		
7. The agencies data shall be logically separated by using unique tagging to ensure segregation of data from the other agencies. The agencies should retain as the legal owner of the data processed and managed by the service provider.		

B. Training and Other Requirements	COMPLIED Y/N	REMARKS
1. The service provider should facilitate at least once a year Continual Service Improvement (CSI) workshop with client for possible improvement of service through process, people and technology.		
2. The service provider should provide security advisories with the client for the cybersecurity news and updates like the latest viruses, trojans, worms, or other malicious programs.		
3. The service provider shall conduct an annual cyber security maturity assessment (i.e., people, process, and technology) on each Government Agency based on the NIST or CIS Controls.		

C. Service Provider's Qualification and Requirements *Note: Submission of required documents shall be during the submission of bids.*	COMPLIED Y/N	REMARKS
1. The service provider must be a certified/authorized reseller of the brand(s) being offered and shall submit a valid certification from the manufacturer(s).		
2. The service provider must have 24 x 7 x 365 local technology operation center (SOC/NOC facilities/infrastructure and service), with at least 20 IT or Information Security related certified onsite support engineers within Metro Manila.		
3. The service provider must have local sales and technical offices in the Philippines. The service provider must submit the list of local sales and technical offices in the Philippines. This is subject for actual site visit to the facility.		
4. The Security Operations Center (SOC) with their SOC analysts should be housed in a Data Center with TIA-942 Rated 3 Facility Certification or any equivalent third party assessment indicating the capability of the SOC to provide the required security, scalability, stability and high performance. However, if the service provider's SOC will be implemented through a cloud service provider (CSP), the SOC platform must be guaranteed with at least 99.9% uptime or availability.		
5. The service provider's SOC Analysts must have at least one or more of the following certifications: Certified Ethical Hacker (CEH), CyberSec First Responder, Information Technology Infrastructure Library (ITIL), or any relevant product certification to the security products of the platform offered by the Service Provider.		
6. The service provider must be at least five (5) years in Security and ICT Industry and must have more than three (3) years of experience in providing SOC services. The Service provider must have a SOC 2 Type II Attestation Report done at least in 2021, to ensure controls related to security, availability, processing integrity, confidentiality and privacy are in place.		

D. Personnel Qualifications/Requirements	COMPLIED Y/N	REMARKS
1. The service provider must have at least Two (2) local Certified Network and Security Engineer on each of the following security tools below: • SOAR • SIEM • Vulnerability Management The certification must be the same with the brand that is being proposed.		
2. The service provider must assign a dedicated local Project Manager (PM) that oversees the project and conducts regular monthly service performance review and reporting to client's management. The monthly service performance report of the PM shall contain the following: • SLA Performance • Correlated Events Overview		

• Correlated Events Graph Distribution Over Time • Correlated Events and Rules Triggered Summary • Summary of Incident Ticket per Use Cases Incident Management		
3. The service provider must submit the following for all the personnel to be assigned to the cluster, and failure to submit the lists is subject for disqualification. • Resume/CV of the PM • Company ID • Certificate of employment		
4. The service provider must have a dedicated 24x7x365 team assigned to the cluster, composed of at least: • 2-Tier 1 analyst who will be responsible for the following tasks: 1. Monitoring via existing SIEM/Analytics Platform 2. Funneling of alerts (noise elimination) 3. Incident Validation 4. Case Management 5. Threat Containment (Using Existing EDR or agreed process) – with guidance from L2 and up 6. General Communication 7. Weekly Summary Reports • 1-Tier 2 analyst who will be responsible to conduct further analysis and decides on a strategy for containment. 1. Proactive Searches/ Threat Hunting 2. Qualification of Incident Priority/Severity 3. Investigation via SIEM/Analytics Platform and other accessible sources 4. Rule Tuning 5. Ad hoc Vulnerability Advisory & Research 6. Threat Containment (Using Existing EDR or agreed process) 7. Incident Response/Recommendations • 1-Tier 3 senior analyst who will be responsible to manage critical incidents. Tier 3 analysts are also responsible for actively hunting for threats and assessing the vulnerability of the business. 1. Manage High Severity Triage 2. Incident Response and Forensics Capabilities 3. Threat Containment (Using Existing EDR or agreed process) 4. Reporting and Post Incident Review 5. Use Case Development 6. Threat Searches 7. New Correlation Rules • 1-Tier 4 analyst or the SOC manager, who will be in charge of strategy, priorities and the direct management of SOC staff when major security incidents occur. The SOC manager will also be responsible for the		

management of the MSOC operations for the agency and cluster.		
5. The service provider should ensure that there will be alternate personnel deployed to the cluster should the primary personnel be unavailable for whatever reason.		
6. Qualifications		

• Project Manager:
  • Must be with the service provider's organization at least one (1) year before the bid opening
  • Has handled project management for at least two (2) financial corporations.
  • Must provide a list of projects handled in the last 5 years, indicating the Project Name and Project Duration (Start date and end-date).
  • Must have a valid project management certification
 	
• SOC Manager/Tier 4 Analyst:
  • Must be with the service provider's organization one (1) year before the bid opening
  • Has performed and managed three (3) engagements within the last five (5) years comparable to the proposed engagement
  • Must have at least five (5) years active IT security experience
  • Must have at least three (3) years SIEM or system and network administration experience.
  • Has any two (2) of the following unexpired professional certifications: Certified Information Systems Auditor (CISA), Certified Information Security Manager (CISM), GIAC Security Essentials (GSEC), GIAC Continuous Monitoring (GMON), GIAC Certified Detection Analyst (GCDA), GIAC Web Application Penetration Tester (GWAPT), GIAC Incident Handler (GCIH), GIAC Certified Forensic Analyst (GCFA), GIAC Certified Intrusion Analyst (GCIA), Cisco Certified Network Associate (CCNA), Information Technology Infrastructure Library (ITIL), Certified Ethical Hacker (CEH), Computer Hacking Forensic Investigator (CHFI), Certified Network Defense Architect (CNDA), CyberSec First Responder (CFR), CompTIA Security+, Certified Vulnerability Assessor (CVA), Offensive Security Certified Professional (OSCP), Certified Information System Security Professional (CISSP), Global Information Assurance Certification (GIAC) Penetration Tester (GPEN), GIAC Exploit Researcher & Advanced Penetration Tester (GXPN), EC-Council Licensed Penetration Tester (LPT) Master, Certified Penetration Tester (CPT), Certified Expert Penetration Tester (CEPT), Certified Mobile and Web Application Penetration Tester (CMWAPT), CompTIA PenTest+, Certified Payment Card Industry Security Implementer (CPISI), or other security-related certifications.		

• Team Lead/Tier 3 Analyst:
  • Must be with the service provider's organization one (1) year before the bid opening
  • Has functioned as lead in the performance of three (3) engagements within the last five (5) years comparable to the proposed engagement
  • Must have at least five (5) years active IT security experience
  • Must have at least three (3) years SIEM or system and network administration experience
  • Has any two (2) of the following unexpired professional certifications: CISA, CISM, GSEC, GMON, GCDA, GWAPT, GCIH, GCFA, GCIA, CCNA, ITIL, CEH, CHFI, CNDA, CFR, CompTIA Security+ CVA, OSCP, CISSP, GPEN, GXPN, LPT Master, CPT, CEPT, CMWAPT, CompTIA PenTest+, CPISI, or other security-related certifications.		

• Team Member/Tier 2 or Tier 1 Analyst:
  • Must be with the service provider's organization one (1) year before the bid opening
  • Has performed three (3) engagements within the last five (5) years comparable to the proposed engagement
  • Must have at least three (3) years active IT security experience
  • Must have at least three (3) years SIEM or system and network administration experience
  • Has at least one (1) of the following unexpired professional certifications: CISA, CISM, GSEC, GMON, GCDA, GWAPT, GCIH, GCFA, GCIA, CCNA, ITIL, CEH, CHFI, CNDA, CFR, CompTIA Security+ CVA, OSCP, CISSP, GPEN, GXPN, LPT Master, CPT, CEPT, CMWAPT, CompTIA PenTest+, CPISI, or other security-related certifications.		

4. Delivery Time/Completion Schedule

The Project must be implemented by phases: Phase 1 - Threat Intelligence, Security Monitoring and Management and Incident Response, 45 working days from the issuance of the Notice to Proceed, Phase 2- Vulnerability Management, 65 working days from the issuance of the Notice to Proceed. Commencement date will be from the receipt of Notice to Proceed (NTP) by the winning bidder. The vendor must therefore provide a project schedule which should present the project milestones and deliverables at each milestone.

All deliverables shall become the property of the concerned agencies**.**

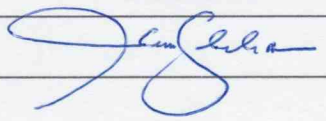
5. Payment Milestone

The Service provider shall be paid upon receipt of its deliverables, based on the submitted Project Schedule and issuance of the Certificate of Acceptance from the Insurance Cluster. The Service Provider shall be paid based on the following milestones:

Milestone	Percentage of the Total Contract Price
Year 1:	
Upon implementation of Threat Intelligence, Security Monitoring & Management, and Incident Response for the Insurance Cluster (Phase 1)	15%
After Phase 1 and upon implementation of Vulnerability Management for the Insurance Cluster (Phase 2)	15%
After Phase 2 and upon full implementation of the Shared Defense Solution and Insurance Cluster issuance of Certificate of Completion and Acceptance of the License subscription covering the first 12 months (1st Year)	20%
Year 2:	
Upon Insurance Cluster issuance of Certificate of Completion and Acceptance of the License subscription covering another period of 12 months (2nd Year)	50%
TOTAL	100%

SHARED CYBER DEFENSE SOLUTION Project

Bureau of the Treasury:

NAME	SIGNATURE
Mr. Thomas Solido	

Government Service Insurance System:

NAME	SIGNATURE
Mr. Jonathan Pineda	

Insurance Commission:

NAME	SIGNATURE
Mr. Jason M. Ampoloquio	

Philippine Deposit Insurance Corporation:

NAME	SIGNATURE
Ms. Maria Belinda San Jose	

Social Security System:

NAME	SIGNATURE
Ms. Jocelyn Dela Peña