



**PURCHASE REQUEST**

Date: 05 July 2024

PR No. **EL 24-0050**

**FORM 6**

Item No.	Quantity	Unit	Item Description	Estimated Cost (Php)	Approved Budget for the Contract (Php)
	1	Lot	<b>Annual Maintenance and Support Services for the existing Uninterruptible Power Supply (UPS) of the GCG Main Office Datacenter covering the Fiscal Year (FY) 2024</b>  <i>Note: The winning bidder shall be subjected to the evaluation by the end-user after the implementation of the project.</i>  <i>(please see attached Terms of Reference for details)</i>  xxxxx Nothing Follows xxxxx	100,000.00	100,000.00
<b>TOTAL:</b>					<b>100,000.00</b>

Purpose: *To ensure the availability and the hardware of the existing UPS of the GCG Main Office Datacenter is in good condition and running as expected.*

Requesting Party: \_\_\_\_\_ Approved by: \_\_\_\_\_

Signature: *[Signature]* Printed Name: **Mark Gregor M. Bencito** Designation: *Information Technology Officer III, MISD*

Signature: *[Signature]* Printed Name: **Jaypee O. Abesamis** Designation: *Director IV, SCITO*

GOVERNANCE COMMISSION FOR GOOCS  
 ALLOTTED

R.A. No. 11975

Fund Account:  General  Special  Trust

Function Project: 100010001  
50299107002 - Data Center Services

*[Signature]*

**GCG PMD** Received by: Meilyn Moral  
 Receipt date: 17 July 2024



## TERMS OF REFERENCE

### ONE (1) LOT ANNUAL MAINTENANCE AND SUPPORT SERVICES FOR THE EXISTING UNINTERRUPTIBLE POWER SUPPLY (UPS) OF THE GCG MAIN OFFICE DATACENTER COVERING THE FISCAL YEAR (FY) 2024

#### 1. MAINTENANCE AND SUPPORT SERVICES REQUIREMENTS

- 1.1 The bidder must provide maintenance services to the existing UPS of the GCG Main Office Datacenter including the following items/units:

QTY.	DESCRIPTION OF THE EXISTING UPS
1	SURT10000XLI – 10 KVA with Serial No. QS1331271620

- 1.2 The services must include the labor and repairs to keep the said items/units /equipment in good operating condition.
- 1.3 All parts found defective during the visits and replacement of such parts shall not be included in the contract. The GCG shall procure the replacement part(s) separately.
- 1.4 The bidder must provide full-time support and managed services, without additional cost to the GCG, during the twelve (12) months contract period as specified:
- 1.4.1 single point of contact for all hardware and software components;
  - 1.4.2 twenty-four by seven (24x7) service desk support via telephone, email, or online chat portal;
  - 1.4.3 at least one (1) hour response time upon receipt of issue escalation and two (2) hours for onsite support, if necessary;
  - 1.4.4 if the problem was not resolved by service desk support, the bidder must provide an onsite technical support;
  - 1.4.5 procedures on support and issue escalation;
  - 1.4.6 conduct of quarterly preventive maintenance to ensure that the system and service is running as expected; and
  - 1.4.7 service report every after the onsite support and preventive maintenance activity.

#### 2. BUDGET REQUIREMENTS

- 2.1 The budget for the procurement of One (1) Lot Annual Maintenance and Support Services for the existing Uninterruptible Power Supply (UPS) of the GCG Main Office Datacenter covering the Fiscal Year (FY) 2024 is One Hundred Thousand Pesos Only (P100,000.00).



### **3. BIDDER REQUIREMENTS**

- 3.1 The bidder must submit as part of the bid submission a certification issued by Schneider Electric Philippines that the bidder is an authorized and certified partner to provide first level technical support on the existing UPS of the GCG Main Office Datacenter.
- 3.2 Bidder must be a Platinum PhilGEPS registered supplier.
- 3.3 Subcontractors are prohibited.

### **4. CONTRACT PERIOD AND TERMS OF PAYMENT**

- 4.1 The maintenance and support services shall commence upon receipt of Notice to Proceed.
- 4.2 Payment shall be made on a one-time basis after the conduct of 1<sup>st</sup> quarter preventive maintenance.
- 4.3 Provided further that payment shall be made at least twenty (20) working days upon receipt of complete documents such as billing statement/statement of account, and other pertinent documents.
- 4.4 The contract for this project shall be subject to renewal whereby the performance evaluation of the bidder shall be conducted in accordance with the requirements of this Term of Reference.

### **5. CONFIDENTIALITY**

- 5.1 Information or rights acquired and obtained from the GCG, including but not limited to any and all obligations prior to the termination or expiration hereof and provisions on confidentiality and proprietary rights, will remain in effect after termination of the services rendered to the GCG. Hence, the undertaking of the bidder not to disclose and to keep information confidential shall subsist even after the expiration or termination of its obligation to the GCG nor can the bidder, at any time, disclose items mentioned or enumerated in Section 5.2 or any information it acquires by virtue of the contract which the GCG deems confidential.
- 5.2 Records, documents, reports, and relevant data, such as diagrams, plans, designs, estimates, specifications, and other supporting records of materials compiled and prepared in the courses of the performance of the services shall be absolute properties of GCG and shall not be used by the bidder for purposes not related to this agreement without prior written approval of GCG. Copies of such documents as required in this TOR shall be turned over to GCG upon completion of the project except that the bidder shall have the right to retain a copy of the same.