



TERMS OF REFERENCE

ONE (1) LOT MAINTENANCE & SUPPORT SERVICES FOR THE EXISTING GCG – UPS FOR DATACENTER COVERING THE PERIOD OF 01 JULY 2021 TO 31 DECEMBER 2021

1. BACKGROUND AND RATIONALE

- 1.1 The Governance Commission for GOCCs (GCG) is an institution that was established in order to promote financial viability, fiscal discipline and good governance among its GOCCs that in return shall aid the State in responding to the needs of the general public. It acts as a central advisory, oversight, and monitoring body with an authority to formulate and implement policies within the active exercise of the ownership rights of the State over the entire GOCC sector.
- 1.2 To enable GCG to fulfill its mandate, it developed and hosted several public facing website and applications such as the Integrated Corporate Reporting System (ICRS), Whistleblowing Web Portal, Corporate Website, and other internal applications. Also, to support the daily productivity and operations of the GCG employees and officials, several cloud applications are being used. Through these applications and systems, the GCG maintains critical network infrastructure and security in the GCG Datacenter.
- 1.3 To ensure that the availability of the GCG Datacenter during power interruptions, an Uninterrupted Power Supply (UPS) was procured and deployed during November 2013. However, to ensure that the said UPS for GCG Datacenter is in good condition and running as expected, the continual maintenance and support services is deemed necessary.

2. MAINTENANCE & SUPPORT SERVICE REQUIREMENTS

The Winning Bidder (hereafter referred to as simply the “bidder”):

- 2.1 The bidder must provide warranty and maintenance services to the existing GCG-UPS for Datacenter (**SURT10000XLI – 10 KVA with Serial No. QS1331271620**). The services must include the labor and parts replacement to keep the said equipment in good operating condition.
- 2.2 If the UPS will be found defective and cannot be repaired due to internal fault, the bidder must replace the defective unit having the same model and capacity or higher depending on the availability of stock to be issued by Schneider Electric Philippines.
- 2.3 The bidder must provide battery replacement to the existing GCG-UPS.
- 2.4 The bidder must provide full-time support and managed services as specified:
 - 2.4.1 single point of contact for all hardware and software components;
 - 2.4.2 twenty-four by seven (24x7) service desk support via telephone, email or online chat portal;
 - 2.4.3 at least two (2) hours response time upon receipt of issue escalation and four (4) hours for onsite support, if necessary;
 - 2.4.4 procedures on support and issue escalation;
 - 2.4.5 conduct a quarterly preventive maintenance to ensure that the system and service is running as expected; and
 - 2.4.6 service report every after the onsite support and preventive maintenance activity.

- 2.5 The bidder must be able to provide the warranty, maintenance and support services on or before 01 July 2021, or upon the receipt of Notice to Proceed (NTP), whichever is later.
- 2.6 The service delivery schedule must be within the contract period from 01 July 2021 until 31 December 2021 after the receipt of the Notice to Proceed (NTP).
- 2.7 Terms of payment shall be made on a quarterly basis and the bidder must only issue the billing statement/statement of account with supporting documents after the end of each quarter. The bidder must waive the delivery, installation charges, security deposit and interest for overdue unpaid charges.

3. CONFIDENTIALITY

- 3.1 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 certificate provider, at any time, disclose items mentioned or enumerated in Section 3.2 or any information it acquires by virtue of the contract which the GCG deems confidential.
- 3.2 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.

4. BUDGET REQUIREMENTS

- 4.1 The budget for One (1) Lot Maintenance & Support services for the existing GCG – UPS for Datacenter covering the period of 01 July 2021 to 31 December 2021 is Three Hundred Thousand Pesos Only (P300,000.00).

5. BIDDER REQUIREMENTS

- 5.1 The bidder must submit as part of the bid submission a certification issued by the Schneider Electric Philippines that the bidder is authorized service partner to provide first level technical support on the existing GCG-UPS for Datacenter.
- 5.2 Bidder must be a Platinum PhilGEPS registered supplier.
- 5.3 Subcontractors are not allowed.

