



Philippine Economic Zone Authority

RFQ No.	2020-04-0004
Date:	May 04, 2020

REQUEST FOR QUOTATION

Name of Company: **CT Link Systems, Inc.**

Address: **4F Maripola Building, 109 Perea St., Legaspi Village , Makati City, 1229 Philippines**

The Philippine Economic Zone Authority (PEZA), through its Bids and Awards Committee (BAC) will undertake **Negotiated Procurement (under Emergency Cases)** pursuant to Sec. 53.2 of the 2016 Revised Implementing Rules and Regulations of the Republic Act No. 9184.

Name of Project Maintenance Agreement/Contract for Servers and other IT Equipment of the Head Office and Public Economic Zones: CEZ, MEZ and BCEZ	
TOR/Specifications	Attached Annex "A"
Approved Budget for the Contract(ABC)	Php1,200,000.00
Deadline of submission/negotiation	May 06, 2020

Your company is hereby invited to submit your **quotation/proposals** through email at mis@peza.gov.ph, on or before the deadline stated above. Negotiation will be done through web meeting on same date of submission at 10am.

The following documents are required to be submitted prior to award:

- 1) PhilGEPS Registration Number;
- 2) Valid and Current Mayor's/Business Permit 2020, (for individual proprietor, BIR Certificate of Registration shall be submitted in lieu of Mayor's permit);
- 3) BIR eFPS, Quarterly Income Tax Return (ITR)-(previous 2 quarters, BIR Form No. 1701Q)
- 4) BIR eFPS, Monthly VAT Declaration (last 6mos, BIR Form No. 2550-M); and
- 5) Omnibus Sworn Statement (OSS)

For any clarification, you may contact the End-User/MIS, thru telephone number **(02)-8551-3429** or at e-mail address: bacsec@peza.gov.ph and kelvin.itaas@peza.gov.ph

Kelvin-Magilas Y. Itas
IT Officer 1, MISD

Annex "A"

TERMS OF REFERENCE

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Maintenance Agreement for IT Equipment

Project Description

Maintenance Agreement in providing hardware support for various hardware equipment of PEZA.

Objectives

This document aims to describe the service level commitments, guidelines and procedures to be followed by the bidder in providing After Sales Support during the warranty period of the equipment.

Scope of Services

EQUIPMENT

Bidder will provide PEZA with comprehensive technical support 1-year, 24/7, 4 Hour response time for the equipment described below:

Description	Quantity	Product Code	Serial Number	Maintenance Services
HP DL380p Gen8 8-SFF CTO Server	1	654081-B21	SGH403B6PV	1. Hardware Maintenance Support Services 2. Collaborative Remote Support 3. Software Updates Service
HP DL560 Gen8 CTO Server	2	686792-B21	SGH403B7FY SGH403B7H1	
HP ML350pT08 SFF CTO Server	3	652065-B21	SGH403B7EP SGH403B7ES SGH403B7EV	
Aruba 2910 24G Switch	2	J9145AR	SG2291PHDU SG1301PHCP	
HP P2000 G3 10GbE iSCSI MSA DC LFF Array	1	AW596B	2S6350C206	
HP P2000 Dual I/O LFF Drive Enclosure	2	AP843B	2S6402D454 2S6402D452	

DESCRIPTION OF SERVICES

Maintenance Service	Description
Hardware Maintenance Support Services	Hardware Problem Diagnosis Onsite Support Parts and Material provided 24/7 support, including holidays, 4 hours onsite response time With defective media retention policy
Collaborative Remote Support	Basic Software Phone Support Collaborative Call Management 24/7 support, including holidays, 4 hours onsite response time
Software Updates Service	License to Use and Software Updates

WARRANTY

1 Year on Parts, Labor, and On-site (PEZA Head Office), 24 x 7, 4 hours response time.

Helpdesk support shall be provided to PEZA Head Office, as well as its remote offices namely: Cavite, Baguio, and Cebu.

Spare Parts Replacement to be provided must come from the original manufacturer.

POINT OF CONTACTS

All parties shall provide each other with authorized contact persons and their contact numbers. The contact persons shall be available during the agreed service time. Should there be any new authorized person on the party concern shall notify other party through writing about the change/s.

SUPPORT DELIVERABLES:

PEZA must provide the following information when requesting for service support/parts replacement:

- Serial Numbers (Example: SGH3373L82)
- Part Number (Example: 681840-B21)
- Spare part number of the defective part (Example: 682125-001)

- Complete description of the problem

Remote Problem and Diagnosis Support

Once Customer has placed a service request or logged a call via helpdesk, helpdesk then will provide a reference case number and work with Customer to isolate the hardware problem remotely.

Onsite Hardware Support

For technical hardware issues that cannot be resolved through telephone based troubleshooting/remotely, an authorized engineer will provide technical support on covered hardware products to return them to operating condition.

Customer authorized engineer shall be present each time an on-site service will be rendered.

Hardware and Parts Materials

Replacement of defective part/s shall only take place if part/s is/are found to be defective based on On-Call Service Engineer's findings and recommendations. All defective parts shall be replaced within 24 hours provided that it is available and no material constraints for such parts.

Coverage Window

The coverage window specifies the time during which the described services are delivered onsite or remotely.

The following coverage windows are available for eligible products:

- **24x7**

Service is available 24 hours per day, Monday through Sunday including Holidays. Regardless of the coverage window, problems with covered hardware can be reported to Bidder's Helpdesk (During Office Hour) or to HP Philippines. Bidder's Helpdesk Coordinator will acknowledge the receipt of the service request and will issue a case number that Customer can use to track a specific problem incident.

Location

Helpdesk or Phone support service will be provided to the following locations:

1. PEZA Head Office
2. Mactan Economic Zone (MEZ)
3. Cavite Economic Zone (CEZ)
4. Baguio City Economic Zone (BCEZ)

On-site support service will be provided to the following location only:

Philippine Economic Zone Authority

MISD, 2nd Floor, Building 4A, DOE-PNOC Complex Energy Center, 34th Street, Bonifacio Global City, Taguig City, Metro Manila

Response Time

Response time starts the period of time that begins when the initial service request is received and logged with the Helpdesk.

Work to Completion

Once bidder's authorized engineer arrives at Customer's site, the representative will continue to deliver the service (either onsite or remotely), until the products are operational. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.

Bidder Qualifications

1. Must have a technical support Toll-Free number for technical assistance within working hours and should be operational and functional for at least within the warranty period.
2. Bidder must be a Premiere partner of the manufacturer of the products to be supported.
3. Bidder must be an authorized reseller and support provider for the products.

Coverage Date

Start date will commence upon issuance of Notice to Proceed and will be valid for 1 year.

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Annex "B"

PRICE QUOTATION FORM
(Financial Bid)

DDG TERESO O. PANGA

Deputy Director General, Policy & Planning
Philippine Economic Zone Authority (PEZA)
5th Floor, PNOB Bldg.5, DOE-PNOB Complex, Energy Center
Rizal Drive, BGC, Taguig City

Thru: BAC Secretariat

Dear Sir:

After having carefully read and accepted the Terms and Conditions of this RFQ and followed Instructions to Bidders, hereunder is our quotation/s for the items as follows:

Quantity	Specification	Bid Price
1 Lot	Maintenance Agreement/Contract for Servers and other IT Equipment of the Head Office and Public Economic Zones: CEZ, MEZ and BCEZ	(Inclusive of VAT)

Signature over Printed Name

Office Telephone No/Mobile Telephone No.

Email address/es

INSTRUCTIONS:

- (1) Accomplish this RFQ correctly and accurately.
- (2) Do not alter the contents of this form in any way.
- (3) Failure to comply with any of the mandatory requirements will disqualify your quotation.
- (4) Failure to follow these instructions will disqualify your entire quotation.
- (5) Delivery period: Maintenance Agreement will commence immediately upon receipt of NTP/Contract.
- (6) Terms of payment: Through Cheque/15 working days upon receipt of original invoice.