



Philippine Economic Zone Authority

Bids and Awards Committee
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PROJECT: MAINTENANCE CONTRACT FOR SERVERS AND OTHER IT EQUIPMENT
(PEZA-HO-2018-02)

BID BULLETIN No. 01

(25 January 2018)

This Bulletin is issued to modify or amend the Bid Documents and shall form an integral part of the Bid Documents.

- 1) Page 59, Section VII. Technical Specifications – **Warranty** is hereby revised to read as follows:

"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."

- 2) Page 60, Section VII. Technical Specifications – **Hardware and Parts Materials** is hereby revised to read as follows:

"Replacement of defective part/s shall only take place if part/s is/are found to be defective base 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."

- 3) Page 60, Section VII. Technical Specifications – **Location** is hereby revised to read as follows:

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)

For guidance and information of all concerned.

J. PORFIRIO LL. YUSINGCO
BAC Chairman