



# PHILIPPINE ECONOMIC ZONE AUTHORITY

|         |               |
|---------|---------------|
| RFQ No. | 2021-06-00014 |
| Date    | 30 June 2021  |

## REQUEST FOR QUOTATION Alternative-Small Value Procurement

Name of Company:

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Address:

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The Philippine Economic Zone Authority (PEZA), through its Bids and Awards Committee (BAC) will undertake **Alternative/Small Value Procurement** in accordance with Sec. 53.9 of the 2016 Revised Implementing Rules and Regulations of the Republic Act No. 9184.

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|--|--|
| Name of Project                        | <b>Renewal of Maintenance Agreement/Contract of Servers and Other IT Equipment</b> |
| Description/Specifications             | <b>Attached Annex "A"</b>  |
| Approved Budget for the Contract (ABC) | <b>PhP 700,000.00</b>  |
| Deadline of Submission of Bid          | <b>06 July 2021</b>  |

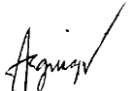

Interested bidders may submit their duly accomplished Price Quotation Form (Annex A) on or before the deadline of submission of bids to the BAC Secretariat at the PEZA Head Office, 10<sup>th</sup> Floor, Double Dragon Center, West Building, Macapagal Blvd., Pasay City.

Bidders must submit sealed quotation/s in the address given above together with the following documentary requirements:

- 1) PhilGEPS Registration Number;
- 2) Valid and Current Mayor's/Business Permit 2021; and
- 3) Omnibus Sworn Statement (OSS).
- 4) BIR eFPS, Quarterly Income Tax Return (ITR)-(previous 2 quarters, BIR Form No. 1701Q) (with proof of payment); and
- 5) BIR eFPS, Monthly VAT Declaration (last 6 mos, BIR Form No. 2550-M) (with proof of payment).

Award of contract shall be given to the lowest calculated bidder which complies with the technical specifications (Annex A), and General Terms and Conditions (Annex B).

For any clarification, you may email [bacsec@peza.gov.ph](mailto:bacsec@peza.gov.ph).

  
**ALEEM SIDDIQUI M. GUIAPAL**  
BAC, Chair 

|         |               |
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Annex "A"  
**PRICE QUOTATION FORM**  
(Financial Bid)

**GM ALEEM SIDDIQUI M. GUIAPAL**  
Chairperson, Bids and Awards Committee  
Philippine Economic Zone Authority (PEZA)  
10Floor, DoubleDragon Center, West  
Building  
DD Meridian Park, Macapagal Avenue, Pasay 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 | Specifications   | Bid Price (PHP) |
|----------|--|-----------------|
| 1 lot    | <b>Renewal of Maintenance Agreement/Contract of Servers and Other IT Equipment</b><br><br><b>(Please see "Annex B" for Terms of Reference)</b> |                 |

\*Bid Price should be inclusive of government tax

\_\_\_\_\_  
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.

(Annex B)

**TERMS OF REFERENCE**

**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 6-months, 24/7, 4 Hour response time for the equipment described below:

| Description                              | Quantity | Product Code | Serial Number                          | Maintenance Services  |
|--|----------|--------------|--|---|
| HP DL360p Gen8 8-SFF CTO Server          | 1        | 654081-B21   | SGH403B6PV                             | Hardware Maintenance Support Services<br>Collaborative Remote Support                                     |
| HP DL560 Gen8 CTO Server                 | 2        | 686792-B21   | SGH403B7FY<br>SGH403B7H1               | Hardware Maintenance Support Services<br>Collaborative Remote Support                                     |
| HP ML350pT08 SFF CTO Server              | 3        | 652065-B21   | SGH403B7EP<br>SGH403B7ES<br>SGH403B7EV | Hardware Maintenance Support Services<br>Collaborative Remote Support                                     |
| Aruba 2910 24G Switch                    | 2        | J9726A       | SG229IPH DU<br>SG130IPHCP              | Hardware Replacement Services   |
| HP P2000 Dual I/O LFF Drive Enclosure    | 2        | AP843B       | 2S6402D454<br>2S6402D452               | Hardware maintenance Support Services<br>Software Technical Unlimited Support<br>Software Updates Service |
| HP P2000 G3 10GbE iSCSI MSA DC LFF Array | 1        | AW596B       | 2S6350C206                             | Hardware maintenance Support Services<br>Software Technical Unlimited Support<br>Software Updates Service |

## DESCRIPTION OF SERVICES

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

## WARRANTY

6 Months 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 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 render.

## Hardware and Parts Materials

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.

## 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, 10th Floor, Double Dragon Center West Building, DD Meridian Park, Macapagal Ave., Pasay City.

### **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 6 months

(Annex C)

TERMS AND CONDITIONS

- Bidder shall type or write in "Ink" the following on the **sealed envelope**:
  - his/her name or business name;
  - address; and
  - identification of the item/s being quoted.
- Delivery period: 30 calendar days upon receipt of NTP/Contract.
- Terms of payment: Through Cheque/15 working days upon receipt of original invoice.
- Winning bidder must deliver the item/s to the following address:  
10Floor DoubleDragon Center, West Building, DD Meridian Park, Macapagal Avenue,  
Pasay City