

## TERMS OF REFERENCE

### 1. PROJECT TITLE

Supply and Installation of 1 Year Licenses to existing I.T. Asset Management System of the Bureau of the Treasury.

### 2. DESCRIPTION

The projects call for the acquisition of 1 Year Licenses to the existing I.T. Management System of BTr to ensure the availability of critical updates, firmware upgrades, extension of warranty or support from the vendor, distributor or manufacturer. The license will also include a help desk system to efficiently manage the deployment, support and maintenance of IT assets covered by the system.

### 3. AGENCY BUDGET FOR THE CONTRACT (ABC): Php 809,500.00

Note: Inclusive of 12% VAT, installation, delivery cost and all other charges.

### 4. PROJECT DURATION, DELIVERY, COMMISSION, INSTALLATION AND ACCEPTANCE

Must complete the project within 30 calendar days from the receipt of the Notice to Proceed.

PART I. TECHNICAL SPECIFICATIONS			
AGENCY SPECIFICATIONS	BIDDER'S STATEMENT OF COMPLIANCE	ACTUAL OFFER (Actual specs being offered)	REFERENCE (Indicate exact page number)
<b>A. NETWORK AND I.T. ASSET MANAGEMENT SYSTEM (MANAGED ENGINE)</b>			
<b>1. Implementation</b>			
▪ Delivery, Installation and configuration of 1 year License of existing Network and I.T. Asset Management System.			
<b>2. Asset Management System</b>			
<b>2.1. 1 Year License</b>			
2.1.1. Asset Management			
2.1.2. 15 technicians			
2.1.3. 1600 nodes / devices			

2.1.4. Software asset management			
2.1.5. Contracts management			
<b>3. Helpdesk System</b>			
<b>3.1. 1 Year License</b> 3.1.1 Helpdesk / Service Desk 3.1.2 15 Technical users			
<b>4. Implementation</b>			
<b>4.1.</b> Integration of asset management and helpdesk / service desk system  <b>4.2.</b> Centralized administration for asset management and help desk system.  <b>4.3.</b> Web-based console /administration with dashboards and reporting			
<b>5. Support</b> <b>5.1. After Sales Support</b> 5.1.1. Phone, Email and Remote Support 5.1.2. 8x5 Phone and Email support			
<b>PART II. BIDDER'S COMPLIANCE</b>		<b>BIDDER'S STATEMENT</b>	<b>REFERENCE</b>
<b>1. STATEMENT OF BIDDER'S EXISTENCE AND EXPERTISE</b>  1.1. Must submit certification from manufacturer or distributor that the bidder is authorized to bid, sell, support and maintain the products being offered. If distributor will certify the bidder, they must submit certification from Manufacturer acknowledging the distributor as partner of the product being offered.  1.2. The bidder must be operating in the Philippines for the past Five (5) years as an IT company.  1.3. The bidder must have Certified Engineer/s for the I.T. Asset Management System being offered and must submit a copy of their certificate/s.			

<p>1.4. The bidder must have 2 similar contracts in the last 5 years.</p> <p><i>Note: Similar projects are those related to Supply and Installation of an I.T. Asset Management System or IT Helpdesk / Service Management System</i></p> <p>1.5. Joint Venture not allowed.</p>		
<b>PART III. OTHER CONDITION AND REQUIREMENTS</b>		<b>BIDDER'S STATEMENT OF COMPLIANCE</b>
<p><b>1. PROJECT PLANNING, IMPLEMENTATION AND SERVICES</b></p> <p>1.1. Organize project briefing / kick-off meeting and submission of inception report for approval before implementation.</p> <p>1.2. I.T. Asset Management System setup, license installation and configuration.</p> <p><b>2. TRAINING AND SUPPORT</b></p> <p>2.1. Must provide onsite training for at least 3 (three) Technical Personnel of Management Information Systems Service (MISS) on the proper administration and configuration of the I.T. Asset Management System</p> <p>2.2. Training shall be conducted within 60 days from installation of the equipment.</p>		
<p><b>3. SERVICE ACCEPTANCE</b></p> <p>3.1. A "Certificate of Completion" shall be issued after the testing period, provided that the following conditions are met:</p> <p>3.1.1. Hand-over of all necessary paper licenses (if applicable), installers, duly signed delivery receipts with breakdown of items being delivered.</p> <p>3.1.2. Hand-over of the full inventory of procured equipment.</p>		
<p><b>4. WARRANTY AND SUPPORT</b></p> <p>4.1. Product warranty for 1 year (Phone, Email and Remote Support).</p> <p>4.2. The vendor must notify users / clients if there are possible updates and patches.</p>		
<p><b>5. MODE OF PAYMENT</b></p> <p>5.1. One-time payment of the contract shall be made upon acceptance of supply, delivery, installation of hardware and software components and upon issuance of certificate of completion.</p> <p>5.2. Training component shall not form part of the requirements for the payment of the contract, but must be completed by the bidder after all</p>		

configuration and/or installation, based on the schedule to be determined by the end-user.	
<p><b>6. OTHER CONDITIONS</b></p> <p>6.1. Freebies (if any/existing)</p> <p>6.1.1. The vendor must submit a list specifying the quantity, name, and description of all included freebies marked as “Freebies”.</p> <p>6.2. Delivery of the Equipment</p> <p>All deliveries including freebies, can be delivered to the Systems Administration Division (SAD), under the following conditions:</p> <p>6.2.1. Proper coordination of the Vendor with the Property and Supply Management Division (PSMD) and SAD prior to the delivery.</p> <p>6.2.2. No deliveries shall be accommodated without the following:</p> <p>6.2.2.1. Detailed Delivery Receipts which identifies the quantity, the name of the equipment/unit (including freebies), serial numbers and costings.</p> <p>6.2.2.2. Delivery Receipts must be received and acknowledged by the PSMD.</p>	
<p><b>7. NON-GRAFT CLAUSE</b></p> <p>7.1. The winning supplier warrants that it has not given nor promised to give any money or gift to any officer or employee of the BTr, or any member of the Bids and Awards Committee, BAC secretariat or TWG, to secure this contract.</p>	

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