

## TERMS OF REFERENCE

### 1. PROJECT TITLE

Supply and Installation of One (1) Year License to Existing Centralized Backup System for the Bureau of the Treasury

### 2. DESCRIPTION

The procurement aims to ensure the reliability and availability of our backup system and ensure that this equipment is licensed and able to get all available critical updates, firmware upgrades, extension of warranty, and support from vendor or manufacturer.

### 3. AGENCY BUDGET FOR THE CONTRACT (ABC): Php390,000.00

Note: Inclusive of 12% VAT, installation, delivery cost 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 SPECIFICATION	BIDDER'S STATEMENT OF COMPLIANCE	ACTUAL OFFER	REFERENCE
<b>1. 1 Year Arcserve Remote Maintenance Agreement Services with</b> 1.1. Unlimited phone & Email support (8x5) 1.2. Quarterly Health Check 1.3. Coverage: August 17, 2024 to August 16, 2025			

PART II. BIDDER'S COMPLIANCE	
<b>1. STATEMENT OF BIDDERS EXISTENCE AND EXPERTISE</b>	
1.1 Must submit certification from the manufacturer or distributor that the bidder is authorized to bid, sell, support, and maintain the products being offered. If a distributor	

<p>certifies the bidder, they must submit certification from Manufacturer acknowledging the distributor as a partner of the product being offered.</p> <p>1.2 The bidder must submit certification coming from the manufacturer or distributor that they will extend direct technical support to the end-user for the products offered.</p> <p>1.3 The Bidder must be operating in the Philippines for the past five (5) years as an IT company and must submit a notarized document.</p> <p>1.4 The Bidder must have certified expert/s for Arcserve Backup System and must submit certification.</p> <p>1.5 The Bidder must have completed a single largest contract similar to the project to be bid equivalent to at least 50% of the ABC.</p> <p>1.6 The Bidder must have 1 similar contract within the last 5 years. Similar contracts are those related to Supply and Installation of an Enterprise Backup System or Storage System</p> <p>1.7 Joint Venture not allowed.</p> <p>1.8 All certifications must be submitted along with bid documents.</p>	
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<b>PART III. OTHER CONDITIONS AND REQUIREMENTS</b>	
<b>1. PROJECT PLANNING, IMPLEMENTATION AND SERVICES</b>	
1.1 Organize project briefing / kick-off meeting and submission of inception report for approval before implementation.	
<b>2. TRAINING AND SUPPORT</b>	
2.1 Must provide technology update training for at least three (3) Technical Personnel of Systems Administration Division (SAD) of Management Information Systems Service (MISS) at least once a year for the duration of the maintenance agreement.	
<b>3. SERVICE ACCEPTANCE</b>	
<p>3.1 A "Certificate of Completion" shall be issued, 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 the breakdown of items being delivered.</p> <p>3.1.2. Submit a warranty and support certificate from the manufacturer. Warranty and support certificate shall have one (1) year coverage</p>	
<b>3. WARRANTY AND SUPPORT</b>	
<p>3.1. The Supplier shall submit a service level agreement (SLA) for the following;</p> <p>3.1.1. For hardware, the bidder shall provide a complete warranty, onsite parts, and labor (subject to applicability). All warranty parts shall be of equal or better quality and the same brand as originally provided.</p>	

<p>3.1.2. For software, the bidder shall provide support which includes bug fixes, upgrades on both new version releases and maintenance releases (subject to applicability).</p> <p>3.1.3. For telephone call, SMS and/or email support, a maximum of one (1) hour response time from the time of receipt of request for support.</p> <p>3.1.4. Support must be available twenty-four (24) hours by seven (7) days support including holidays.</p> <p>3.1.5. For onsite support, a maximum of four (4) hours response time in case the phone, email, or virtual remote support could not solve the problem.</p> <p>3.1.6. Product warranty for 1 year (Parts, Labor, SMS/Email/Remote, and On Site Support).</p> <p>3.1.7. Access to knowledge base portal</p> <p>3.1.8. Pro-active advisories and support on patch/firmware upgrade (e.g. bug fixes, security updates and capability improvements)</p> <p>3.1.9. Provide Quarterly Health Check</p> <p>3.1.10. Submission of Service Report</p>	
<p><b>4. MODE OF PAYMENT</b></p> <p>4.1. One-time payment of the contract shall be made upon acceptance of supply, delivery, and installation of hardware and software components, and upon issuance of the certificate of completion.</p>	
<p><b>5. OTHER CONDITIONS</b></p>	
<p>5.1. Freebies (if any/existing)</p> <p>5.1.1. The vendor must submit a list specifying the quantity, name, and description of all included freebies marked as "Freebies".</p> <p>5.2. Delivery of the Equipment</p> <p>All deliveries including freebies, must be delivered to the Property and Supply Management Division (PSMD), under the following conditions:</p> <p>5.2.1. Proper coordination of the Vendor with the Systems Administration Division (SAD) prior to the delivery.</p> <p>5.2.2. No deliveries shall be accommodated without the presence of:</p> <p>5.2.2.1. Detailed Delivery Receipts which identify the quantity, the name of the equipment/unit (including freebies), serial numbers, and costings.</p> <p>5.2.2.2. Delivery Receipts and Invoices must be acknowledged and forwarded to the PSMD.</p>	

<b>6. NON-GRAFT CLAUSE</b>	
6.1. 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.	

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