

TERMS OF REFERENCE

1. PROJECT TITLE

Preventive Maintenance of Biometric Facility for Time and Attendance Management System

2. DESCRIPTION

The proposed project requires the assistance of a third party to provide preventive maintenance and support for the Biometric Facility for Time and Attendance Management System of the Bureau of the Treasury (BTr) for 8 months. Its primary objective is to deliver On-Site Support in the maintenance of the Biometric Facility by deploying on-site solution engineers.

3. AGENCY BUDGET FOR THE CONTRACT (ABC)

The Approved Budget for the Contract (ABC) is **Php 192,000.00** inclusive of value added tax, all applicable taxes and out-of-pocket expenses. It is understood that all charges to remittance of payment shall be for the account of the vendor.

4. SCOPE OF SERVICES

- 4.1. On-site deployment of solutions engineer to maintain the developed modules of the BTr Automation system;
- 4.2. Provision of assistance to end-users of the system, troubleshooting and performing root cause analysis. Identify and provide timely workarounds and solutions when to meet end user's needs.
- 4.3. Conduct of training and endorsement to authorized BTr System Administrator on administering and maintenance of the Automation System.
- 4.4. Provide support in relocating the biometrics device/s to other areas in the office.
- 4.5. Preventive maintenance every 4 months.

5. KEY QUALIFICATIONS FOR THE IMPLEMENTATION OF THE PROJECT

- 5.1. The vendor must be operating in the Philippines as a company providing technical support to IT devices for at least 5 years. Must provide a certificate or legal document/s as proof.
- 5.2. Due to the complexity of the implementation, Service Provider must have at least One (1) Certified Technology Specialist who is an expert in troubleshooting the biometric and One (1) Certified Engineer for the programming and administering a Microsoft SQL Server databases and Microsoft Windows Server connected to the biometric devices.
- 5.3. The vendor must have completed at least 1 contract in providing support to Suprema line of biometric devices or timekeeping systems within the last 3 years and must provide proof.

6. DELIVERABLES

The winning provider shall provide the following:

- Provide preventive maintenance of the existing biometric devices in the Ayuntamiento Building and Palacio del Gobernador;
- Status Report regarding upgrades or fixes done in the system, if any;
- Report regarding observations and recommendations on the performance of the Biometric Facility, particularly the modules to be improved. This shall be submitted upon the end of engagement.

7. MODE OF PAYMENT

- 7.1. One-time payment of the contract shall be made upon the submission of the preventive maintenance reports together with the corresponding invoices and issuance of certificate of completion and acceptance by the end user.

8. SERVICE LEVEL AGREEMENT

- 7.1. Provision of support services on BTr workday basis;
- 7.2. Must provide a single point of contact for all technical issues.
- 7.3. Support response time:
- 7.3.1. 30 minutes for emergency tickets.
- 7.3.2. Problems reported after 5:00 PM shall be addressed 8:00 in the morning of the following business day.
- 7.4. Any maintenance service incurred during the contract period shall be at no cost to BTr;
- 7.5. Maintenance will commence upon the acknowledgement of the Purchase Order of the project.

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