



Republic of the Philippines  
 Department of Finance  
**INSURANCE COMMISSION**  
**MANILA**



**BIDS AND AWARDS COMMITTEE**

**REQUEST FOR QUOTATION**

The Insurance Commission (IC), through its Bids and Awards Committee (BAC), invites all interested suppliers, which are **registered in the Philippine Government Electronic Procurement System (PhilGEPS)**, to submit their *lowest price* on the items listed below, subject to the General Conditions stated herein, and submit their quotations duly signed by their representatives not later than **28 November 2017, 12:00 Noon**:

<b>NAME OF PROJECT</b>	<b>Procurement of Comprehensive Maintenance Service Agreement Support for DELL Server and Storage for the Insurance Commission</b>
<b>PURCHASE REQUEST/REF. NO.</b>	<b>17 – 11 – 415</b>
<b>LOCATION</b>	IC Building, 1071 United Nations Avenue, Ermita, Manila
<b>APPROVED BUDGET</b>	Seven Hundred Sixty Two Thousand Five Hundred Pesos (PhP762,500.00) <i>Inclusive of Applicable Taxes</i>

**I. TERMS OF REFERENCE:**

- The following hardware shall be covered by the maintenance service agreement installed at the Insurance Commission at 1071 United Nations Avenue, Ermita Manila:

NO.	DESCRIPTION	UNIT MODEL	SERVICE TAG	QTY
1	SWITCH	DELL N3024	5PVJ0Z1	1
			HL2N0Z1	1
2	SERVER <ul style="list-style-type: none"> <li>• With: 2xINTEL XEON E5-2640 V2 2.0GHZ Processor</li> <li>• 3x300GB 15K RPM SAS 2.5" HOT PLUG HDD</li> <li>• 128GB (8X16GB) DUAL RANK LV RDIMM Memory</li> </ul>	DELL POWEREDGE R620	JT9DH32	1
			BT9DH32	1
3	STORAGE	DELL POWERSHIELD MD3200i	709DH32	1
	With: 11 x 600GB 3.5-INCH 15K RPM SAS HDD			

2. Prospective bidders shall bid for all the aforesaid items.

3. Other Requirements:

A. Maintenance Service Agreement Period/Technical Support/Availability
i. The comprehensive maintenance service agreement shall cover labor and on-site visit, all hardware/parts and software (e.g. operating system, built-in programs) included in the Server and Storage for three (3) years.
ii. On call support shall be available 24 hours a day, 7 days a week. A two (2) hours response through telephone call or email shall be provided from the time of the first call or email by IC Personnel.
iii. Must provide unlimited technical phone consultation.
iv. Onsite support must have a response time of not more than four (4) hours from the time of the call in cases where in the phone or email support could not solve the problem.
v. Resolution time and replacement of defective parts must not be more than four (4) hours from the time of first onsite visit.
vi. If replacement parts are not available, bidders shall provide a service unit that has equal or higher specification during the maintenance period.
vii. Replacement of defective parts must be free of charge to procuring entity.
viii. Maintenance must include firmware updates, software patches, and driver updates, minor and major release, if available.
ix. Provide a total of 12x on-site visit or local support for reconfiguration, changes, moves, adds, relocation, reprogramming and other activities to be non-maintenance.
x. Provide RCA (Root Cause Analysis) after solving the problem.
xi. Provide Pro-active maintenance support that automatically generates reports and sends notification to the manufacturers 24x7 call support centers in cases of system (hardware and software) abnormality, so that components will be replaced and errors fixed before failure occurs.
xii. Bidder must provide procedures on support and problem escalation.
xiii. Bidder must have a 24 x 7 helpdesk system via phone and email support. Helpdesk system must automatically track, monitor and escalate open case until the issue is declared resolved and closed. Vendor should be ready for a site visit and show how their current helpdesk system works.
xiv. Helpdesk service facility shall include: a. Technical engineer dispatch facility b. Case logging and monitoring c. Support history and reporting
xv. Preventive Maintenance shall be rendered once every quarter on any day and shall include tasks, such as

<ul style="list-style-type: none"> <li>a. Complete visual inspection of the equipment, power supplies, connections and other peripherals;</li> <li>b. Hardware performance checks, as required by IC;</li> <li>c. Software check-up and existence of updated back-ups;</li> <li>d. Risk identification for known software irregularities and provision for software/patches updates;</li> <li>e. Conduct a complete diagnostic routine within the system;</li> <li>f. Provide PM report after each activity</li> </ul>
<ul style="list-style-type: none"> <li>xvi. The winning bidder shall submit an Implementation and/or Preventive Maintenance Schedule indicating the required activities and the date of implementation.</li> </ul>
<ul style="list-style-type: none"> <li>xvii. The maintenance service agreement period for software shall commence upon issuance of certificate of acceptance by the Procuring Entity.</li> </ul>
<p><b>B. Certification</b></p>
<ul style="list-style-type: none"> <li>i. Bidder must have two (2) local certified technical support engineers on network and server, who are regular and locally employed under bidder's organization.</li> </ul>
<p><b>C. Documentation</b></p>
<ul style="list-style-type: none"> <li>i. The winning bidder shall submit an Implementation and/or Preventive Maintenance Schedule indicating the required activities and the date of implementation.</li> </ul>
<ul style="list-style-type: none"> <li>ii. Maintenance Service Agreement Contract Period.</li> </ul>

**II. SCHEDULE OF DELIVERY:**

Supply and delivery of the Comprehensive Maintenance Service Agreement Contract must be not more than fifteen (15) days upon receipt of the **Notice to Proceed (NTP)** and must delivered at 1071 United Nations Avenue, Ermita, Manila.

**III. CONTRACT COST AND PAYMENT:**

1. All bid prices shall be considered as fixed price, and therefore not subject to price escalation during contract implementation.
2. Payments shall be made based on delivery.
3. Late delivery shall be subject to penalty equivalent to 1/10 of 1% of the total cost of undelivered items.

**IV. GENERAL CONDITIONS:**

1. All quotations must be typewritten in the company's letterhead.

2. PhilGEPS Registration Certificate, Notarized Omnibus Sworn Statement, Mayor's Permit, SEC Registration and BIR Tax Clearance shall be attached upon submission of the Quotation.
3. All quotations shall be considered as fixed prices and not subject to price escalation during contract implementation.

For further inquiries, please coordinate with **Mr. JUAN CARLO R. FLORENCIO** at telephone number 5238461 to 70 loc. 107. The **QUOTATION** may be submitted through e-mail at [jcr.florencio@insurance.gov.ph](mailto:jcr.florencio@insurance.gov.ph) and [bacsec@insurance.gov.ph](mailto:bacsec@insurance.gov.ph) or delivered to the following address:

**BIDS AND AWARDS COMMITTEE SECRETARIAT**

Ground Floor, Insurance Commission Bldg.,  
1071 United Nations Ave., Ermita, Manila

The IC reserves the right to reject any or all Quotations/Bids, to waive any minor defects therein, to annul the bidding process, to reject all Quotations/Bids at any prior to contract award, without thereby incurring any liability to the affected Bidder(s), and to accept only the offer that is most advantageous to the Government.

The IC assumes no responsibility whatsoever to compensate or indemnify Bidders for any expenses incurred in the preparation of their Quotation/Bid

  
**EDWIN CORNELIUS A. LAUZ**  
Chairperson  
Bids and Awards Committee

21 November 2017