



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 **14 July 2017, 12:00 Noon**:

NAME OF PROJECT	Procurement of Comprehensive Maintenance Service Agreement Support for Cisco Access Point
PURCHASE REQUEST/REF. NO.	2017 – 07 – 247
LOCATION	IC Building, 1071 United Nations Avenue, Ermita, Manila
APPROVED BUDGET	Two Hundred Sixty Thousand Pesos (PhP260,000.00)

I. TERMS OF REFERENCE:

1. 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	SERIAL NUMBER
1	AIR-CAP2602I-E-K9	FCW1843J2YT
2	AIR-CAP2602I-E-K9	FCW1843J2WQ
3	AIR-CAP1602I-A-K9	FCW1843JF07
4	AIR-CAP1602I-A-K9	FCW1843JF05
5	AIR-CAP1602I-A-K9	FCW1843JF00
6	AIR-CAP1602I-A-K9	FCW1843JEZV
7	AIR-CAP1602I-A-K9	FCW1843JEZP
8	AIR-CAP1602I-A-K9	FCW1843JEZL

NO.	DESCRIPTION	SERIAL NUMBER
9	AIR-CAP1602I-A-K9	FCW1843JEZG
10	AIR-CAP1602I-A-K9	FCW1843JEXP
11	AIR-CAP1602I-A-K9	FCW1843JEXA
12	AIR-CAP1602I-A-K9	FCW1843JEX8
13	AIR-CAP2602I-E-K9	FCW1843J2Z2
14	AIR-CAP2602I-E-K9	FCW1843J2ZG

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 included in the Access Point (AP) 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. All configurations relative to the maintenance activities must be compatible with the existing wireless LAN controller (AIR-CT2504-K9).
x. 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.
xi. Provide RCA (Root Cause Analysis) after solving the problem.
xii. 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.
xiii. Bidder must provide procedures on support and problem

escalation.
xiv. 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.
xv. Helpdesk service facility shall include: <ul style="list-style-type: none"> a. Technical engineer dispatch facility b. Case logging and monitoring c. Support history and reporting
xvi. Preventive Maintenance shall be rendered once every quarter on any day and shall include tasks, such as <ul style="list-style-type: none"> a. Complete visual inspection of the equipment, power supplies, connections and other peripherals; b. Hardware performance checks, as required by IC; c. Software check-up and existence of updated back-ups; d. Risk identification for known software irregularities and provision for software/patches updates; e. Conduct a complete diagnostic routine within the system; f. Conduct testing of intranet and internet connection using an end device connected to each Access Point; g. Provide PM report after each activity
xvii. The winning bidder shall submit an Implementation and/or Preventive Maintenance Schedule indicating the required activities and the date of implementation.
xviii. The maintenance service agreement period for software shall commence upon issuance of certificate of acceptance by the Procuring Entity.
B. Certification
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.
C. Documentation
i. The winning bidder shall submit an Implementation and/or Preventive Maintenance Schedule indicating the required activities and the date of implementation.
ii. Maintenance Service Agreement Contract Period.

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 Income/Business Tax Return*** 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 and 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