



REPUBLIC OF THE PHILIPPINES
PUBLIC PRIVATE PARTNERSHIP
CENTER

8th Floor, One Cyberpod Centris, EDSA cor. Quezon Avenue, Brgy. Pinyahan, Quezon City
Tel. No. 8709-4146 / 8929-39-71 (Telefax); website: www.ppp.gov.ph

REQUEST FOR QUOTATION

RFQ No.: 2020-02-005

To All Eligible Bidders:

Please quote your lowest price/s for the item/s listed on the attached form including the total amount in legible style (preferably typewritten), and return the form duly signed by the company's authorized signatory through electronic mail (email) at procurement@ppp.gov.ph or in a sealed envelope addressed to Public Private Partnership (PPP) Center labeled with the PPPCP, BAC Secretariat, c/o Romylyn B. Abas, on or before 12:00pm of February 24, 2020.

Note: Email submissions that are not submitted to the designated email address (i.e procurement@ppp.gov.ph) will not be accepted.

Your participation to this procurement shall be subject to the requirements as identified below.

A. The mode of procurement is NP-Small Value Procurement. Quotation should not exceed the Approved Budget for the Contract (ABC) in the amount of Php500,000.00.

B. Quotation must be inclusive of all applicable government taxes.

C. Quotation must be submitted using the attached form. Supplemental information using your company stationery shall be attached to reflect the complete specification of bid e.g., brand name, model, pictures/ brochures/literature, etc.

D. Quotation must be accompanied with the following documents:

1. Eligibility Requirements:

- i. SEC/DTI Certificate of Registration
- ii. Valid Mayor's Permit/Business Permit or Recently Expired Mayor's Permit and Official Receipt of Renewal
- iii. PhilGEPS Certificate of Registration or Number (to be submitted by the bidder with LCRQ as condition for award)
- iv. Omnibus Sworn Statement

2. Technical Requirements:

- i. Signed and Conformed Terms of Reference.

E. Award shall be to the bidder with the lowest calculated and responsive quotation.

F. Quotations should be valid for a minimum of one (1) month from deadline of submission.

G. Procured items must be served/provided to PPP Center.

H. Payment shall be made seven (7) working days after receipt of billing statement. The payment will be through Expanded Modified Direct Payment Scheme (Ex-MDPS) either by direct credit to the winning bidder's bank account maintained at Land Bank of the Philippines (LBP), or bank transfer in non LBP accounts where corresponding bank charges shall be borne/paid by the payee.

In case you do not receive any communication from PPPCP one (1) month from the deadline indicated above, it will mean that the award was not made in your favor. PPPCP reserves the right to accept any or all quotation/bid and to annul bidding process and reject all quotations/bids at any time prior to contract award without thereby incurring any liability to the affected bidder or bidders.

For clarifications, please contact BAC Secretariat c/o Romylyn B. Abas in the above address/telephone number.

Very truly yours,


FEROISA FRANCISKA T. CONCORDIA
Chairperson, Bids and Awards Committee



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REQUEST FOR QUOTATION

17 February 2020

Item No.	Qty.	Unit	Item/Description	Unit Price	Total(PhP)
1	1	lot	<p>Comprehensive Maintenance and Repair Services for the PPP Center's Uninterruptible Power Supply (UPS)</p> <p>APC Uninterruptible Power Supply Devices – Rack mounted, includes Battery Pack</p> <p>APC Smart-UPS SRT 6000VA 230V S/N: AS1629371613</p> <p>APC 6kVA RM BATTERY PACK S/N: 7S1710L00952</p> <p>APC Smart-UPS SRT 6000VA 230V S/N: AS1914170349</p> <p>APC 6kVA RM BATTERY PACK S/N: 5S1537T69574</p> <p>APC UPS RT 6000UPS S/N: QS1230251057</p> <p>APC Smart-UPS RT 192V Battery Pack S/N: 5S1236T25546</p> <p>See attached Terms of Reference</p>		

(Bidders, please provide complete information below)

Posted on :	Signature:
Farmed-out :	Name/Designation:
Retrieved on:	Name of Company:
	Address:
	Telephone/Fax:
PR# 2020-02-027	TIN:

Revised/Updated as of 01 January 2016

TERMS OF REFERENCE

PROVISION OF COMPREHENSIVE MAINTENANCE AND REPAIR SERVICES FOR THE DATA CENTER'S UNINTERRUPTIBLE POWER SUPPLY (UPS) FOR FY 2020

I. Rationale:

The PPP Center currently manage and maintain the implemented systems, servers, network devices, virtualized machines, software application and platform, storage systems, file servers and other common applications in the data center. These are the secondary Information and Communication Technology (ICT) devices and components working in a 24/7 operation and installed on premise at the PPP Data Center. The data stored in our storage servers are also vital information that the officials and employees of the PPP Center accesses. To continuously maintain the operation, the PPP Center will procure a comprehensive preventive maintenance and repair services for the UPS connected to the systems mentioned above for FY 2020.

II. Objective

1. To ensure that all system operations will not be hampered by main power supply problems that includes spikes, fluctuation, and complete power failures.
2. To prevent data loss
3. To protect the data center equipment against damage, fire and malfunction

III. Service/Technical Requirements and Scope of Work :

1. Service//Technical Requirements

The table below shows the UPS equipment and components included in this contract:

Item	Description	Model/Serial Numbers
1 lot	APC Uninterruptible Power Supply Devices – Rack mounted, includes Battery Pack	APC Smart-UPS SRT 6000VA 230V S/N: AS1629371613 APC 6kVA RM BATTERY PACK S/N: 7S1710L00952 APC Smart-UPS SRT 6000VA 230V S/N: AS1914170349 APC 6kVA RM BATTERY PACK S/N: 5S1537T69574 APC UPS RT 6000UPS S/N: QS1230251057 APC Smart-UPS RT 192V Battery Pack S/N: 5S1236T25546

2. Scope of Work

- a. Conduct the initial meeting and assessment of the PPPC setup
- b. Provide/Submit work plan or checklist of activities within the contract period.
- c. Schedule and Provide new and genuine APC batteries as replacement of battery packs within the period of the maintenance agreement.
- d. Checking includes all units for any possible defects or error and configuration setup.
- e. Provide services/assistance to resolve the initial findings to eliminate problems.
- f. Emergency Response time is within **2 - 3 hours** after receipt of call.
- g. Provide high quality assurance in all work
- h. Conduct regular hardware health check during the quarterly visit. The written report or checklist should be submitted within **three (3) working days** after the conduct of the activity.
- i. Provide necessary tools and software needed for the calibration, testing and maintenance of the UPS.
- j. Visual inspection of the unit exterior and premises including measurement of UPS room temperature.
- k. Mechanical check on the unit which includes tightness of screws, terminations and connector, etc.
- l. Visual inspection of all UPS parts and components for possible early break down – cleaning and clearing of dust on all UPS parts.
- m. Performance Test. Simulation of power failure to test system on battery and simulation of UPS failures to test load transfer without interruption.
- n. Repair the UPS component if it is repairable and replace when diagnosed defective, immediately within **three (3) calendar days**.
- o. Provide service unit during the period of repair and replacement of UPS component
- p. Provide escalation level procedure including manufacturer’s assistance
- q. Submit service report with all the actual readings of UPS parameters, battery test sheet with parts recommendation
- r. Maintain the cleanliness and safety of the device. Ensure that the battery capacity and output voltage are in normal condition.
- s. Maintain an inventory of equipment and/or components to be submitted after three (3) working days after the conduct of the maintenance visit.
- t. Submission of Final Technical Documentation as described in Section 6- Schedule of Requirements, **seven (7) calendar days** after the last regular visit to the PPP Center.

IV. Schedule of Requirements

Item Number	Description	Quantity	Delivered, Weeks/Months
1	Deliver Comprehensive Maintenance and Preventive Repair Services for the Uninterruptible Power Supply located in the Data Center of the Public-Private Partnership Center of the Philippines.		Upon the Issuance of the Notice to Proceed (NTP)
2	Conduct the initial review and evaluation of all covered areas		Within 5 working days after receipt of NTP

3	Provide the initial assessment report and recommendation based on that review		Within 10 days after after receipt of NTP
4	Repair the UPS if repairable		Return the repaired component 15 days after the pull-out from PPP Center
5	Replace with a similar unit or higher if the UPS component is beyond repairable under this contract period		Within 30 working days
6	Provide service unit of UPS component when the defective part is pulled out		Immediately when the defective unit was pulled out
7	<p>Replace the battery cartridges #140 for the following units:</p> <p>APC Smart-UPS SRT 6000VA 230V S/N: AS1629371613</p> <p>APC 6kVA RM BATTERY PACK S/N: 7S1710L00952</p> <p>With One (1) Year Warranty on the replacement batteries.</p>		Within sixty (60) days upon Receipt of Notice to Proceed
8	<p>Submit the following:</p> <ol style="list-style-type: none"> 1. Certificate of Service Support from the manufacturer Authorizing to conduct preventive maintenance services of listed UPS equipment 2. Certificate of replacement from the manufacturer for defective items to be replaced 3. Repair Certificate from the manufacturer or authorized repair service 4. List of Certified Engineers with IT certificate or license. 		Within seven (7) days upon Receipt of Notice to Proceed
9	<p>Submit the following:</p> <ol style="list-style-type: none"> 1. Inventory of all UPS component of the covered areas of Comprehensive Maintenance agreement 2. Completion report, assessment and recommendation for basis of renewal 		One (1) month before the end of FY 2020

V. Approved Budget for the Contract (ABC)

The Approved Budget of the Contract is Five Hundred Thousand Pesos (PhP 500,000.00) inclusive of all taxes and charges.

VI. Payment Terms

Milestone Payment Requirement	Amount
1. Mobilization Activities a. Maintenance Service Kick-off meeting b. Conduct the initial review and evaluation as indicated in item no. 3 of this section. c. Summary of Findings need to be corrected based on item b. d. Provide/Submit work plan or checklist of activities within the contract period as indicated in the item no. 2 of Section VII Technical Specification	10% - Within the first month of the Maintenance services
2. During the Regular Service in each quarter activities a. Submit the summary of the reports for each quarter in electronic and printed copy b. Updated status of the work plan	20% - 1 st quarter mandatory maintenance visit on first week of March 20% - 2 nd quarter mandatory maintenance visit on first week of May 20% - 3 rd quarter mandatory maintenance visit on first week of August 20% - 4 th quarter mandatory maintenance visit on first week of November
3. Last Milestone and Acceptance of Service Maintenance - Submission of the following: a. Updated inventory of all UPS component of the covered areas of Comprehensive Maintenance Agreement b. Completion report, assessment and recommendation for basis of renewal	10% - One (1) month before the end of Contract

VII. QUALIFICATION REQUIREMENTS OF THE SERVICE PROVIDER

1. The Service Provider should be an established UPS integrator, support and services company for at least 5 years and has the capacity and ability to provide preventive repair and maintenance support services and technical advisory for the period required.
2. Must be an Authorized Distributor, Reseller, Partner or Dealer of the Equipment Manufacturer.
3. Must have certified Engineers and/or Technicians that will provide maintenance and technical support.

4. Bidders should submit copies of Client Satisfactory Certificates from at least two (2) clients each for the last five (5) years for UPS maintenance.

VIII. RESPONSIBILITY OF THE SERVICE PROVIDER

1. Provide one (1) year warranty on equipment under comprehensive maintenance.
2. Provide four (4) preventive maintenance service visits for FY 2020.
3. Ensure safety of the systems and personnel during the conduct of preventive maintenance;
4. Provide the necessary tools/equipment/materials/trainings to the qualified engineers during the conduct of maintenance services;
5. Coordinate with MISD any activities such as testing, shutdown, repair, cleaning, integration, transfer, migration, decommissioning/commissioning among others during the maintenance period to avoid disruption within PPP Center and other offices. Those major activities to be conducted must be accompanied with a work plan, to be submitted prior to such activity.
6. Set schedule and notify PPP Center in advance of all activities to be conducted i.e. shutdown, upgrade, update, maintenance that may cause interruptions;
7. Provide an escalation procedure and contact focal person (team lead) in the conduct of maintenance services;
8. Responsible for any escalation to request an expert support from their partner or from the manufacturer without additional cost to the PPP Center;
9. Orient/train the PPP Center personnel in the activities/changes in configuration rendered on UPS component listed.
10. The PPP Center reserves the right to request replacement of any personnel conducting maintenance service or technical support if the performance and/or knowledge level is found below the capabilities to perform the required services.
11. Follow any procedures, internal policies, instructions and guidelines by the PPP Center.
12. Provide the name and curriculum vitae of the engineer(s) assigned in conducting the support services.
13. The engineer(s) will be available during the agreed date in the initial meeting;
14. At least 1 or 2 engineers available during the regular visit
15. In addition, engineer(s) will also be available to provide UNLIMITED 8 x 5 technical support during the same working hours at any day including holidays as needed in response to a service call or any other mode of communication made by Public-Private Partnership Center of the Philippines (PPPCCP). Acceptable
16. For problem reported after 4:00 PM, services shall be rendered in the morning at 9:00 AM of the following business day;
17. The engineer(s) should have solid experience in electrical/power supply.
18. In case there are activities to be coordinated during holidays or weekends, the service provider should notify the PPP Center.
19. The service provider including assigned engineers should comply with the rules, regulations and policies of the PPP Center.

IX. RESPONSIBILITY OF PPP CENTER

1. Report to Service Provider any occurrence of downtime, problems encountered for remedy or problem resolution.
2. Provide assistance in the conduct of preventive maintenance;
3. Monitor the activities conducted by the preventive maintenance provider;
4. Manage the existing systems;

5. Allow the service provider to access all servers and storage
6. Brief the maintenance provider on the support and services scoping
7. Review the work of maintenance provider for possible renewal of service
8. Review the report and any documentation submitted by the Service Provider
9. Issue a certificate of satisfactory service for a completed work rendered within the contract period.

X. SERVICE LEVEL AGREEMENT

The PPP Center shall maintain a Service Level Agreement (SLA) with the Service Provider as to what constitutes acceptable service in quantifiable and measurable terms, with provisions for liquidated damages for non-compliance, as prescribed in Section 68 of RA 9184. The terms and conditions are enumerated below:

CRITERIA	DESCRIPTION	LIQUIDATED DAMAGES
Four (4) mandatory site visit	Within FY 2020 and the agreed schedule on the initial meeting. Engineers should accomplish the assigned tasks within the prescribed work week allotted	1/10th of 1% of the total lot price for every work day of delay
Accomplishment Report	Shall submit the reports stated in Section 6	1/10th of 1% of Total Lot Price for every day of delay
Technical Support Services	Response time of not more than three (3) hours	1/10th of 1% of the total lot price for every day of delay

XI. CONFIDENTIALITY OF DATA

1. All personnel who will enter the PPP Center premises will be required to sign a Non-Disclosure Agreement (NDA).
2. All servers, disks, databases, applications, technical specifications, technical and non-technical materials, server inventories, network diagrams, work plans, letters and all other papers and records (in whatever form stored or recorded) pertaining to the services provided to the PPP Center shall be the property of the PPP Center.

XII. WARRANTY

One (1) Year Warranty including onsite service, parts and labor. The Service Provider warrants that its personnel are properly supervised and technically competent to provide and conduct the required scope of work as originating from these TOR. The PPP Center may demand for replacement of the Service Provider's personnel if the performance and/or knowledge level is found below the expectation for the required services.

CONFORME:

Name of Provider

Signature over Printed Name and Designation

Date: _____