

REQUEST FOR QUOTATION (RFQ)

PR/PP

No.: 2024-10-044(2025 NEP)

End-user: ICTS

Name of Project:

RFQ No.: 2025-01-012

Date: JAN 06 2025

ABC: ₱270,000.00

ONE (1) YEAR MAINTENANCE AGREEMENT FOR THE FIELD OFFICE CAR VIRTUAL ENVIRONMENT INFRASTRUCTURE

Mode of Procurement: SMALL VALUE PROCUREMENT

Sir/Madam:

Please quote your lowest price on the item/s described below inclusive of taxes duly signed by you or your authorized representative, subject to the Terms and Condition provided in this RFQ and submit personally to the Office of the Procurement Section, 40 North Drive, Baguio City or through email at [bacsec.car@dswd.gov.ph](mailto:bacsec.car@dswd.gov.ph) on or before JAN 10 2025, 12:00 NN.

AMELYN P. CABRERA  
Social Welfare Officer V

RINA CLAIRE L. REYES  
BAC Chairperson

TERMS AND CONDITIONS:

1. Quotations in excess of the ABC will be **REJECTED**.
2. For total quoted price, quotations with a dash or zero shall be deemed free of charge.
3. All entries must be typewritten/printed/longhand. Any erasure in the quotation must be countersigned by the bidder/representative, otherwise quotation will be rejected.
4. The Procuring Entity may give due preference to goods being offered with green component.
5. If necessary, the BAC through the TWG, may require an ocular inspection of the venue/place of business/goods being offered.
6. Delivery of Goods / Services is as indicated in the next page.
7. Price validity shall be for a period of 120 calendar days from RFQ Opening of the BAC until confirmation of Purchase Order by the winning supplier.
8. The following documents shall be attached upon submission of quotation, otherwise your quotation will not be accepted, please disregard if already submitted:
  - a. Updated Mayor's / Business Permit
  - b. PhilGEPS Registration Certificate or PhilGEPS Registration Number to be indicated in space below (except for
    - o Income/Business Tax Return (for Small Value Procurement, Direct Contracting above P500K, Emergency Cases above P500K, and Lease of Real Property/Venue).
    - o Official Receipt or Invoice (as applicable) issued by BIR (a mere picture of the receipt can suffice)
9. Where there is discrepancy between: (a) total price per item and unit price for the item as extended or multiplied by the quantity of that item, the unit price shall prevail; (b) stated total price and the actual sum of prices of component items, the lower shall prevail; (c) unit cost in the detailed estimate and unit cost in the bill of quantities, the latter shall prevail.
10. Suppliers/Contractors who **refuse to accept correction of price offer** after Bid Evaluation shall be disqualified.
11. Award of Contract shall be made to the Lowest Calculated Responsive Quotation (LCRQ) that complies to the **technical specifications** and the **terms and conditions** stated herein.
12. The BAC shall require the bidder with Lowest Calculated Responsive Quotation (LCRQ) to submit the **Omnibus Sworn Statement** prior to issuance of Award / Purchase Order with ABC amounting to **P500,000.00** for **Emergency Cases** and **P50,000.00** above for **Small Value Procurement**.
13. Upon **approval of the Purchase Order (PO)**, the Procurement Section may send or forward the **approved PO** for confirmation to the winning bidder. The **approved PO shall be confirmed within three (3) calendar days** upon sending the approved PO to the **winning bidder's officially registered email address** or upon notification of the winning bidder that the **approved Purchase Order is available for confirmation**. Failure to submit the confirmed PO within the 3-day period may cause the automatic cancellation of the PO.
14. If the Supplier fails to deliver the required goods /services as specified in the Award / Purchase Order, the Procuring Entity may **disqualify bidder from participating future procurement activities to be conducted by DSWD-CAR**.
15. **Liquidated damages equivalent to one tenth of one percent (0.001)** of the value of the goods not delivered within the prescribed delivery period may be imposed per day of delay. The Procuring Entity (PE) may rescind the contract once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.
16. Further information may be obtained from the Procurement Section with telephone number **(074) 661-0430** local **25123, 0969-572-9176** or email address [bacsec.car@dswd.gov.ph](mailto:bacsec.car@dswd.gov.ph).

*Republic of the Philippines*  
**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**  
 Cordillera Administrative Region  
 40 North Drive, Baguio City

**REQUEST FOR QUOTATION (RFQ)**

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ITEM NO.	DETAILED DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL
	ONE (1) YEAR MAINTENANCE AGREEMENT FOR THE FIELD OFFICE CAR VIRTUAL ENVIRONMENT INFRASTRUCTURE				
	for the following list of infrastructure: 2 Units Lenovo ThinkSystem SR650 V2 Server 1 unit Lenovo ThinkSystem DE4000H Hybrid Flash Array SFF Gen2 Storage 2 VMWARE HOSTS 1 VCENTER SERVER 2 units HPE Aruba JL724A 6200F 24G 4SFP+ 1G Switch  PLEASE SEE ATTACHED TERMS OF REFERENCE	1	lot		
OTHER REQUIREMENTS			COMPLIANCE		REMARKS
			Can Comply	Cannot Comply	
	Delivery place for goods/services is at DSWD FO CAR, #40 NORTH Drive,Baguio City.		[ ]	[ ]	
	Service Provider must have Active Landbank Account for Payment Purposes. For other banks, service charge will be deducted upon payment on the account.		[ ]	[ ]	
PAYMENT SHALL BE MADE THRU LANDBANK OF THE PHILIPPINES					

• Award shall be made per:                      Item Basis                      x Lot Basis

*Note: **NO GIFT ALLOWED**. Pursuant to RA 6713, otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees. The DSWD reserves the right to reject any or all offers at no costs, waive any therein and accept the offer most advantageous to the government.*

Sir:

After having carefully read and accepted your terms and conditions, I / We submit our bid on the item/s quoted above.

**Name of Firm/Dealer/Contractor:** \_\_\_\_\_

**Office Address:** \_\_\_\_\_

**Owner's/Proprietor/President's Name and Signature:** \_\_\_\_\_

**Contact Number/s:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**For Authorized Representative, kindly indicate the following:**

**Name and Signature:** \_\_\_\_\_

**Contact Number/s:** \_\_\_\_\_

**PhilGEPS Registration Number:** \_\_\_\_\_

\_\_\_\_\_  
 Name and Signature of Canvasser

  
 MEL/CJ



**TERMS OF REFERENCE FOR HIRED SERVICE PROVIDERS  
OF DSWD  
(EPA for 2025)**

**IDENTIFYING INFORMATION**

Title of Activity: **One (1) Year Maintenance Agreement for the Field Office CAR Virtual Environment Infrastructure**

Location: **DSWD-CAR | #40 North Drive, Baguio City**

Inclusive Dates: **January to December 2025**

Proponent: **ICTS**

Administrative Support:

**Terms of Reference:**

1. SERVICE PROVIDER shall provide CUSTOMER contact details of its centralized helpdesk support in which the CUSTOMER can communicate the delivery of services included in this SLA;
2. SERVICE PROVIDER shall render CUSTOMER an annual scheduled preventive maintenance for health check, corrective measures, software updates and other related activities.
3. SERVICE PROVIDER shall provide 24x7 technical support to CUSTOMER via phone, email or remote support from the time that the problem is reported.
4. In the event that the problem can't be resolved via phone, email and remote, SERVICE PROVIDER shall dispatch a Technical Engineer based on the agreed service agreement for onsite support. The onsite support shall be covered by "5 incident onsite support per annum included in the SLA".
  - A. Maintenance and Managed Service Inclusions
    1. Should include asset tagging to bidder's helpdesk monitoring and ticketing system
    2. Should include unlimited email, phone and remote support for 1 Year for any security issues related to the deployed security software / appliance / equipment
    3. Should include a 5-incident onsite support per year with same day dispatch of Engineer if problem can't be resolved remotely
    4. Should include a Scheduled Annual Health Maintenance, log capturing, device physical checking, cleaning and configuration backup whenever is applicable
    5. Should include Advisory and application of security patches, firmware and any software update release by the Vendor to fix certain bug/s and vulnerabilities
    6. Should include 24x7 support coverage with 4- hours remote or phone response time
5. In the event that the problem requires parts replacement, SERVICE PROVIDER shall escalate the problem to the specific Manufacturer or Distributor of the equipment for warranty claim.
6. SERVICE PROVIDER should monitor and ensure that the Manufacturer or Distributor of the said defective equipment shall fulfill the warranty claim of CUSTOMER based on the warranty coverage.

7. SERVICE PROVIDER shall provide onsite technical assistance to CUSTOMER for replacement of CRU (Customer Replaceable Unit) hardware parts to ensure that proper replacement procedure and workability test will be performed. The onsite support shall be covered by "5 incident onsite support per annum included in the SLA".

8. SERVICE PROVIDER shall provide technical report for any activities being done to CUSTOMER. Technical Report must be signed by designated or authorized Technical Representative of CUSTOMER as proof of task completion.

9. SERVICE PROVIDER should have certified professional engineers able to conduct project implementation and Level-1 support to ensure manufacturer-specific standard quality procedures are followed during implementation. No outsourcing of services is allowed. – proof of employment/certification/accreditation required.

VMWare Virtualization Certificates required:

at least Certified Advanced Professional for Data Center Virtualization Deployment

at least Certified Professional for Network Virtualization

10. SERVICE PROVIDER must be registered to the National Privacy Commission in compliance with the Data Privacy Act of 2012 - proof of registration required.

11. SERVICE PROVIDER must be ISO 27001:2013 or higher certified for information security management standard. - certificate or attestation letter required

12. SERVICE PROVIDER should be able to present a project implementation calendar and must strictly follow the activities indicated. A checklist must be presented and compiled accordingly.

Prepared by:

  
**MARY ANTONETTE A. PARDO**  
Administrative Assistant II

Concurred by:

Service Provider:

Reviewed by:

  
**MARVIN F. GAMBOA**  
Information Technology Officer II | Section Head

\_\_\_\_\_  
(Printed Name over Signature)

Address:

Approved by:

  
**ENRIQUE H. GASCON JR.**  
ARD for Operations

Contact Number: