

**TERMS OF REFERENCE FOR THE PROCUREMENT OF
MAINTENANCE SERVICE OF IT EQUIPMENT
FOR THE PHILIPPINE DEPOSIT INSURANCE CORPORATION**

Services	Minimum Mandatory Requirement
1. Approved Budget for the Contract (ABC)	Php495,000.00
2. Term of the contract	Twelve (12) months from December 1, 2014 to November 30, 2015
3. Provision for service engineers	<ul style="list-style-type: none"> • Availability and presence of at least two (2) service engineers from 8:00 am to 5:00 pm daily from Monday to Friday at the PDIC Office. • Provision for additional service engineers necessary to ensure that scheduled preventive maintenance activities are completed. • Service engineers should have specialized training and at least two (2) years experience for each type of equipment specified in Annex A. They should also be familiar with Microsoft technology, software and applications. • Resume of service engineers indicating their required qualifications should be attached and made part of the technical proposal.
4. Service requirements	<ul style="list-style-type: none"> • At least once a year on-site Preventive Maintenance on all equipment listed under the Schedule of Equipment and Charges in the Financial Proposal (Annex A) according to a schedule that shall be submitted by the winning bidder and approved by PDIC during contract execution. Preventive maintenance shall include, but not limited to the following: <ul style="list-style-type: none"> • Checking/diagnostics of all components of the equipment • Thorough cleaning of outer surfaces of equipment. • On-site Remedial Maintenance on defective equipment based on the equipment listed under the Schedule of Equipment and Charges in Annex B according to a schedule that shall be specified by PDIC. Remedial maintenance should continue until the equipment is fully restored to its working condition. Remedial maintenance shall not be limited to hardware-related problems but should include software and application related problems which include, but not limited to the following: <ul style="list-style-type: none"> • virus detection and elimination • software installation/removal • On-site Remedial maintenance on defective equipment that are still covered by supplier's warranty shall be restricted to activities that would not tamper/void the supplier's warranty. • Technical consultations on hardware/software problems, virus and other computerization problems. • Installation of software applications on workstations subject to prior approval of Technical Support Department (TSD). • Resolution of Operating System-related problems. • Installation of service units provided by TSD. • Any technical support requirements that may be assigned by TSD from time to time such as but not limited to the ff:

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	<ul style="list-style-type: none"> • deployment of newly delivered IT equipment; • assistance in the installation of additional network connections.
5. Service Level	<ul style="list-style-type: none"> • Service engineers must be able to respond to the reported problem within one (1) hour after getting the instruction from TSD staff. • If the assigned service engineers will be assisted by another service engineer/ specialist coming from a location outside of PDIC office, the response time should be within two (2) hours after the assistance was requested • If the equipment needs to be removed from the site for further testing and diagnosis, test results and recommended solutions should be made available within three (3) days • If repair of equipment requires replacement parts, the equipment should be restored to its good working condition within two (2) days, after confirmation by PDIC of the order of replacement part or after PDIC provides the replacement part.
6. Provision for service unit	<p>Should remedial maintenance done on equipment no longer covered by supplier's warranty fail to restore the equipment to good working condition within twenty-four (24) hours from receipt of notice from PDIC, a service unit equivalent or approximate to the make and model of the equipment under repair shall be provided within twenty-four (24) hours after confirmation by PDIC of the order of replacement part or after PDIC provides the replacement part.</p>
7. Others	<ul style="list-style-type: none"> • Cost of replacement parts to be supplied by the contractor shall be for the account of PDIC and subject to approval of PDIC. All repairs to be conducted on any equipment shall be reported first to the TSD. • Regular submission of checklists and summary report on the services rendered and shall be attached to the Statement of Account. • Maintenance charges and replacement parts shall be billed and paid quarterly but subject to review of the TSD.