



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

Supply, Delivery, Installation & Commissioning of IT Equipment and Subscription to a Remote Monitoring and Management (RMM) Application with Network Monitoring

TERMS OF REFERENCE

UPGRADE OF EXISTING BACKUP (Expansion Storage)	
Form Factor	Must be 2U rack-mount and must be compatible with TIEZA's existing Rack Cabinet
Module	Must be Dual Environmental service Module (ESM) configurations for high availability and performance
	Must be compatible with TIEZA's existing DAS and External RAID Controller
Expansion ports	Must have 3x 12 Gb SAS x4 (Mini-SAS HD SFF-8644) ports (A, B, C) per ESM
Storage	Must include 12x 8TB 7.2K 3.5" NL-SAS HDD
Power Supply	Must include 2x Two redundant hot-swap 580 W AC power supplies
Cooling	Must include Redundant cooling with two fans built into power and cooling modules
	Must support single I/O path and dual I/O path connectivity topology
PCI Expansion Slot	Must Supports up to 3 PCIe slots
Features	Must support SAS Zoning and Self-Encrypting Drives
	Must have automatic drive failure detection and RAID rebuild with global hot spares with a supported RAID adapter
OS Compatibility	Must be compatible with Microsoft Windows Server 2012 R2, 2016, and 2019; Red Hat Enterprise Linux (RHEL) 6 and 7; SUSE Linux Enterprise Server (SLES) 11, 12, and 15; VMware vSphere 6.0, 6.5, 6.7, and 7.0.
Compliance	BSMI CNS 13438, Class A; CNS 14336 (Taiwan) CCC GB 4943.1, GB 17625.1, GB 9254 Class A (China) CE Mark (European Union) CISPR 22, Class A EAC (Russia) EN55022, Class A EN55024 FCC Part 15, Class A (United States) ICES-003/NMB-03, Class A (Canada) IEC/EN60950-1 KC Mark (Korea) NOM-019 (Mexico) Reduction of Hazardous Substances (ROHS) UL/CSA IEC 60950-1 VCCI, Class A (Japan) BIS (India)
Warranty	Must be 3 Years 24x7 with 4 Hrs Response Time with Drive Retention



Republic of the Philippines

Tourism Infrastructure & Enterprise Zone Authority

Support and Services Requirement	The bidder must provide the following:
	* Unlimited corrective maintenance/ repair services within the warranty period
	* Twenty-Four (24) hours by seven (7) days technical support and must meet the following response and resolution time: > Within one (1) hour for phone or email support > Within two (2) hours response time for on-site support > Root cause analysis for all support cases filed. * Submission of Service Report
	> For onsite support, the winning bidder must attend to and repair or replace the defective unit/s within two (2) business days
	> In case of outside repair within the warranty period, the winning bidder shall provide a service unit to TIEZA within three (3) days upon pull out of the unit. The repaired hardware or replacement for the pulled-out hardware/unit must be delivered within fifteen (15) calendar days from the issuance of service unit.
	* The winning Bidder should replace a factory defective unit with a new unit within 30 days upon delivery of the item.
	* The bidder must provide procedure on support and problem escalation
	* The bidder must perform system health checks twice a year upon acceptance of the project that includes the following activities
	> Presentation of Analysis Results
	> Health Check and Recommendations Report
	* The bidder must provide full documentation for activity plan on installation and patches and upgrades and root cause analysis for incident encountered.
Certification	The bidder must be an authorized reseller or partner authorized by the original manufacturer/principal of product being offered. The bidder/supplier shall submit a Certification form said original manufacturer/principal.
Implementation	The bidder shall install and configure the proposed solution for integration with the existing TIEZA infrastructure (i.e. network and storage infrastructure) as part of the hardware acceptance.
	The bidder shall provide a Project Management Plan containing the details of all deliverables of the project to be approved by TIEZA MIS
	The bidder shall provide Documentation and Knowledge transfer.
Manpower Requirement	Must have locally available certified personnel for the duration of the project implementation, with certification from the authorized distributor, reseller or partner authorized by the original manufacturer/principal of hardware to be supplied.
Others	Must provide product datasheet/brochure of the brand being offered.



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

SERVER FOR HRIS	
Form Factor	Must be 1U rack-mount and must be compatible with TIEZA's existing Rack Cabinet
Processor	Must have Intel Xeon Silver 4210 10C 2.2GHz 85W
Memory	Must include 4x 32GB 2933MHz (2Rx4 1.2V) RDIMM
	Must offer protection in the event of a non-correctable memory failure with Single Device Data Correction (SDDC, also known as Chipkill, requires x4-based DIMMs), Adaptive Double Device Data Correction, Error correction code (ECC), memory mirroring, memory rank sparing, patrol scrubbing, and demand scrubbing.
Storage	Must include 4x 960GB SATA 6Gb Hot Swap SSD
Power Supply	Must include 2x 750W(230/115V) Platinum Hot-Swap Power Supply.
Cooling	Must include 4x system fans with N+1 redundancy.
Connectivity	Must have 2x 1Gb Base-T Ports
PCI Expansion Slot	Must supports up to 3 PCIe slots
Systems Management	Continuously monitors system parameters, triggers alerts, and performs recovery actions in case of failure to minimize downtime with Built-in Server Management Module
	Must be able to provide proactive alerts for processors, voltage regulators, memory, internal storage (SAS/SATA HDDs and SSDs, NVMe SSDs, M.2 storage, flash storage adapters), fans, power supplies, RAID controllers, and server ambient and sub-component temperatures
Compliance	United States: FCC Part 15, Class A; UL 60950-1 Canada: ICES-003/NMB-03, Class A; CAN/CSA-C22.2 60950-1 Mexico: NOM-19 Argentina: IEC60950-1 European Union: CE Mark (EN55022 Class A, IEC/EN60950-1, EN55024, EN61000-3-2, EN61000-3-3) Germany: TUV-GS (IEC/EN 60950-1, EK1-ITB2000) Russia, Kazakhstan, Belarus: EAC (TR CU 004/2011, TR CU 020/2011) China: CCC GB4943.1, GB9254 Class A, GB17625.1 India: BIS Japan: VCCI, Class A Taiwan: BSMI CNS13438, Class A; CNS14336-1 Korea: KN22, Class A; KN24 Australia/New Zealand: AS/NZS CISPR 22 Class A Reduction of Hazardous Substances (ROHS) Energy Star 3.0
OS	The bidder should provide the latest Operating System (OS) version. The OS Brand to be provided must be similar with existing OS used by TIEZA.
Warranty	3 Years 24x7 with 4 Hrs Response Time with Drive Retention



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

Support and Services Requirement	The bidder must provide the following:
	* Unlimited corrective maintenance/ repair services within the warranty period
	* Twenty-Four (24) hours by seven (7) days technical support and must meet the following response and resolution time: > Within one (1) hour for phone or email support > Within two (2) hours response time for on-site support > Root cause analysis for all support cases filed. * Submission of Service Report
	> For onsite support, the winning bidder must attend to and repair/replace the defective unit/s within two (2) business days
	> In case of outside repair within the year warranty period, the winning bidder shall provide a service unit to TIEZA within three (3) days upon pull out of the unit. The repaired hardware or replacement for the pulled-out hardware/unit must be delivered within fifteen (15) calendar days from the issuance of service unit.
	* The winning Bidder should replace a factory defective unit with a new unit within 30 days upon delivery of the item.
	* The bidder must provide procedure on support and problem escalation
	* The bidder must perform system health checks twice a year upon acceptance of the project that includes the following activities
	> Presentation of Analysis Results
	> Health Check and Recommendations Report
	* The bidder must provide full documentation for activity plan on installation and patches and upgrades and root cause analysis for incident encountered.
Certification	The bidder must be an authorized reseller or partner authorized by the original manufacturer/principal of product being offered. The bidder/supplier shall submit a Certification form said original manufacturer/principal.
Implementation	The bidder shall install and configure the proposed solution for integration with the existing TIEZA infrastructure (i.e. network and storage infrastructure) as part of the hardware acceptance.
	The bidder shall provide a Project Management Plan containing the details of all deliverables of the project to be approved by TIEZA MIS
	The bidder shall provide Documentation and Knowledge transfer.
Manpower Requirement	Must have locally available certified personnel for the duration of the project implementation, with certification from the authorized distributor, reseller or partner authorized by the original manufacturer/principal of hardware to be supplied.
Others	Must provide product datasheet/brochure of the brand being offered.



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

Latest Database Server Licenses	
Classification	Database Server Licenses Enterprise with Software Maintenance Program for 1 Year
Support and Services Requirement	The bidder must provide the following:
	* Unlimited corrective maintenance/ repair services within the warranty period
	* Twenty-Four (24) hours by seven (7) days technical support and must meet the following response and resolution time: > Within one (1) hour for phone or email support > Within two (2) hours response time for on-site support > Root cause analysis for all support cases filed. * Submission of Service Report
	* On-site support for installation and deployment of software patches and version upgrade.
	* Includes access to portal for download of latest product contents, patches, updates/upgrades including extensive online-self-help resources and knowledge base. Advisory to patches and fixes shall also be provided.
	> For onsite support, the winning bidder must attend to and repair the defective unit within two (2) business days
	* The bidder must provide procedure on support and problem escalation
	* The bidder must perform system health checks twice a year upon acceptance of the project that includes the following activities
	> Presentation of Analysis Results
	> Health Check and Recommendations Report
	* The bidder must provide full documentation for activity plan on installation and patches and upgrades and root cause analysis for incident encountered.
Certification	The bidder must be an authorized reseller or partner authorized by the original manufacturer/principal of product being offered. The bidder/supplier shall submit a Certification form said original manufacturer/principal or distributor
Others	Must provide product datasheet/brochure of the brand being offered.



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

Remote Monitoring & Management Software	
Major Deliverables	Supply of 800 Endpoint Remote Monitoring and Management (RMM) Licenses for 1 year
	300 Network Monitoring Licenses for 1 year
General Features	Solution should be able to monitor processes and services
	Solution should be able to monitor system performance such as CPU, Memory, Disk and Bandwidth Utilization
	Solution should be able to monitor hardware and software changes via reports
	Solution should be able to monitor IP devices uptime and downtime
	Solution should be able to monitor Windows, VMware, Mac and Linux
	Solution should be able to trigger an alarm, send an SMS ,email and run a procedure when an alert is detected
	Solution supports port status, port map monitoring, and SNMP traps
	Solution should identify device roles automatically; identified based on device characteristics
	Supports NetFlow, jFlow, sFlow, IPFIX
	Solution should be able to display monitoring in a dashboard
	Solution should be able to provide reports of triggered alerts
	Solution should be able to track inventory, usage, and the health of your hardware, software, and subscriptions
	Solution should allow technicians to manage users within AD domain controllers
	Solution should be a customizable portal with reports and systray icon changing capability that can keep our brand in the front-and-center
	Solution should be able to monitor IT assets and remediate on-the-go via your iOS or Android device.
Solution should be a cloud-based application	
Solution capable of allowing technicians to track or locate the device using integration with map services	
Provides user defined real-time monitoring	Alerts
	Event Log Alerts
	Monitor sets
	SNMP sets
	System check



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

Provides user defined real-time monitoring	Log monitoring
	Monitoring of IP Devices
	Monitors changes in the configuration of IT system
	Provides alerts via SMS, email, dashboard or run a procedure.
	Monitor devices online/offline status
	Monitor system performance (CPU, Disk Space, Memory)
	Monitor Processes
	Monitor Services
	Monitor Hardware and Software Changes via reports
	Alert message and recipient configuration
	Ability to Monitor Device Health
	Ability to Monitor Devices Running Actions
	Ability to Monitor System Events
	Ability to Monitor Activities
Ability to Monitor Software inventory	
Ability to Monitor OS patches	
Automated Network Discovery	Automatically discover all network devices
Dashboard	Offers view of alerts summary per system (device)
	Ability to group systems together
	Customize alerts
	Clickable Dashboards
	Organization List/Status
Agent Deployment	
Deployment	Deploy Agent Remotely thru Active Directory
	Deploy Agent via URL Link
	Deploy Agent any third-party application
	Deploy Adhoc Discovery Job
Agent Installer	Can Bind Administrator Credential inside the Agent package once installed
	Can group machine base in agent package



Republic of the Philippines

Tourism Infrastructure & Enterprise Zone Authority

Supported Devices	
Workstations, Servers Platform supported	Windows 7/8/8.1/10 /11
	Windows Server 2008/2008 R2/2012/2012 R2/2016
	Apple OS X version 10.7.5 through 10.9 or above. Intel only
	Network Devices – Routers, Switches, Printers and other IP-based devices
	Any SNMP enabled device
	Supports Linux Debian, RPM
Agent Procedure	
Procedure Creation	Create IT Procedures/Scripts.
	Automatically distribute procedures to manage machines, groups of machines within a Local Area Network and/or Remote systems.
	Able to run CMD, PowerShell, Batch File, VB script commands, JavaScript
Automated Remediation	Automatically run procedures triggered by an alert (via Real-time monitoring of critical applications, services, event logs) offering automated remediation of issues.
Scheduling	Schedule procedures to run automatically
Application Deployment	Deploy Microsoft and non-Microsoft applications
Policy Enforcement/Configuration Management	Deploy and enforce system policies, configuration, e.g. block control panel, block USBs via Machine, groups of Machine within a Local Area Network and Remote systems.
Inventory, Asset Discovery and Audit	
Hardware Inventory	Solution should be able to take inventory of hardware information such as:
	System Information (Manufacturer, Product Name, System Version)
	Chassis (Chassis Manufacturer, Chassis Version, Chassis Serial Number, Chassis Asset Tag)
	Network Information (IPv4 Address, IPv6 Address, Subnet
	Mask, Default Gateway, Connection Gateway, IP
	MAC Address, DHCP Server, DNS Server
	Motherboard (Manufacturer, Version, Serial Number)



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

Hardware Inventory	BIOS Information (Vendor, Version, Release Date)
	CPU/RAM Information (Processor Manufacturer, Processor Family, Processor Version, CPU Max Speed, CPU Current Speed, CPU, Quantity, Speed, RAM, Max Memory Size, Max Memory Slots)
	On Board Devices
	Memory Devices per Slot
	System Slots
	SNMP enabled Printers Installed on the system
	Disk Hardware
	Disk Volumes
	Disk Partitions
Software inventory	Solution should be able to provide inventory of software information such as Software Licenses (Publisher, Title, Product Key, License Key, Version)
	Installed Applications (Application, Description, Version, Manufacturer, Product Name)
	Add/Remove (Application Name)
	Security Products (Product Type, Product Name, Active, Up to Date)
System Information	Solution should be able to do inventory of system information such as
	IP information
	Disk volume information including drive letters
	Space available, volume labels
	Drive hardware information including models and user.
	CPU and RAM information with specifics on, CPU speeds, models, number, and ram installed,
	Printer information
	Memory Usage
	Network Adapters
	Windows Service
Event Log	
Patch Management	
General Features	System Compatibility. Whether, the application is agent-based or agent-less it should have a less impact on the performance, stability and compatibility with the current operating environment especially if this will be deployed across a large number of assets or machines.
	Cross-platform support to patch Windows and Mac operating systems.
	Ease of deployment and maintenance. The easier the patch management solution is to deploy and maintain, the lower the implementation and on-going maintenance costs to the organization.



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

General Features	Solution should be able to support non-Microsoft products for patching and is able to do seamless deployment of patches – similar approach to a Microsoft application.
	Solution should be able to automatically download Internet Based patches without worrying network congestion, even machines without direct access to Microsoft.
	Solution should be able to support patching heterogeneous endpoints such as laptops, desktops, servers, and virtual machines.
	Solution should have the capability to select type of patch to be downloaded (Critical, Security, hotfix, etc.)
	Solution should have the capability to schedule a workstation/server reboot whenever patch requires a reboot.
	Solution should be able to completely automate patching process.
	Solution should be able to revert deployed patch. Via restore point
	Solution has the capability to create patch groups
	Solution should be able to create test groups to test patches on a small number of endpoints before approving them for deployment.
	Solution should provide alerts via dashboard
	Solution should provide description of the patch
	Solution should be able to notify users about patch deployment via notification window
	Audit Trail and Report. The solution should be able to provide a comprehensive logging facility.
Reports should be readily available on an on-demand or per need basis that will help the administrator keep track of the status of software fixes and patches on individual systems. Report can also be customized or tailored fit based on the requirement on-hand. Solution should provide reports not limited to updated and outdated endpoints, successful and unsuccessful patch count, patch status per endpoint or per group/batch	
Manage Machines	Offers Scan machine, Patch status, Schedule scan, Initial and automatic updates, Pre/Post procedure, Machine History
Manage Updates	Ability to Machine/Patch updates,
	Provides Rollback via restore-point
Patch Policy	Reject Updates
	Create/Delete Policies
	Approval by Policy
Automatic and recurring patch scans	Knowledge Based Override
	Secured or ad-hoc, Scans networks for installed and missing security patches, detects vulnerability, determines which patches are needed.
	By computer, group or user defined collections of computers
	Automates the tedious process of researching, identifies which patches are installed and date installed, Monitors and maintains patch compliance for entire enterprise
Centralized Management of Patches	Does not require multiple patch servers
	Ensures that all systems are protected, even remote users on laptops and workstations



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

Centralized Management of Patches	Allows implementation across entire network
	Always know what patches and security holes reside on each user's system
	Approve or deny selected patches
	Select by user defined computer collections
Patch approval	Schedule by time, computer, group or user defined collections of computers
	Simultaneously deploy all required patches across operating systems
Automated patch deployment	Single rollout strategy and policy enforcement
	Maximize uptime
	Select to deploy by patch or by computer
	Select individual computers, groups or user defined collections of computers
Interactive patch management	Ad-hoc simultaneous deployment of selected patches
	Across operating systems
	Across locations
	Patch file location, Patch file parameters
	Reboot actions and notifications, By computer, group or user defined collections of computers
Flexible configuration	Security and policy control
	Graphical with drill-down, User defined
	Scheduled, E-mail notification
Comprehensive reports	Export to HTML, Excel or PDF
	Solution should be able to run procedures triggered by an alert (via real-time monitoring of critical applications, services, event logs) offering automated remediation of issues
	Solution should be capable to create customized IT Procedures
	Solution should be able to support execution of CMD, Powershell, Batch File and VB Script
	Solution should be able to easily deploy 3rd party applications
	Windows
	MAC
Cross-platform support	Linux
	Patches for 3rd party software is included, if made available by 3rd-party software package developers
	Scan
	3rd-Party Software
Profile base policy	Deployment
	Alerting thru dashboard
	Can Approve, Review and Reject Patch
	Schedule (Daily, Weekly, Monthly)
Scan and Analysis	Can Approve/Reject Specific KB Override
	Can Approve/Reject Specific MS Override
Override	Can Approve/Reject Specific CVE, Product, or Vendor
	Can Approve/Reject Specific MS Override
	Can Approve/Reject Specific CVE, Product, or Vendor



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

3rd-Party Software	Deploy popular 3rd-party software packages for Windows systems
	Reboot Options
	Scan schedule
	Update Schedule
Deployment	Warn user and wait for x min and then reboot
	Reboot immediately after update
	Ask user about reboot and offer to delay
	Skip reboot
	Schedule: Daily, Weekly, Monthly
Alerting	New patch is availability thru dashboard and OS Patches
	Deployment fails
	Create Alarm
	Email Recipients
Management	Dashboard
	Patch Approval , Patch History
Remote Access	
General Features	Solution should be capable of remoting a managed machine
	Solution should be able to set remote control policies such as Silent take control, ask permission, approve if no one is logged in
	require permission, denied if no one is logged in
	Solution should be able to record a remote session
	Solution should be able to access the command prompt without disturbing the user
	Solution should be able to access and modify the registry, services and processes without disturbing the user
	Solution should be able to get audit information of the remote system without disturbing the user
	Can do remote using a mobile application
Capability to access remote systems without disturbing the user	Access to Command Prompt
	Access to Asset Summary
	Access to Registry
	Access File Manager (Download, Rename, Delete, Move, Copy, upload)
	Access to Task manager
	Access to Processes
	Access to Services
	Easy administration of users and policies
	Access computers from anywhere
	Access computers from anywhere
	Private Remote-Control Session for Windows
	Remote Control Session is Logged
	Supports Multiple Monitors
	Supports Keyboard Mapping and Short-cut
	Secure Communications
	Provide the end user control and security to enable or disable remote control functions until granted approval



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

Report and Alerting	
	Detailed list, table and graphic style reports
	Hardware and Software Inventory
	Disk Utilization
	License Usage and Compliance
	Network Usage and Statistics
	Schedule Reports for Automatic Distribution
	Distribute automatically to selected e-mail recipients
	Report for all, groups or specific computers
	Detailed filtering and content selection
	Add own logo
	Save reports with selected parameters for reuse
	Export report data to readable formats
	Capable of sending UNLIMITED SMS Notifications
	Capable of email and mobile app notifications
	Report History
	Capable to create Global Report
Mobile Application	
	Manage and Control Device on the go
	Run scripts on demand
	Securely remote into devices using Splashtop or TeamViewer
	Kill process and start/stop services
	Respond to real time alerts from your phone
	Unlimited Application Alert Notifications
Administration	
General Feature	Solution should be able to limit the access to its module and visibility of machines per user
	Solution should be able to propagate policies automatically without further user intervention once policies are assigned to machines, machine group or organization
	Solution should be able to provide compliance reports of enforced securities and policies
Access Management	Multi-tenant Capable
	Ability to group systems
	Assign Admin users
	Ability to assign roles, scope and groups to Admin Users
	Logs activities of Users using the system
Centralized Management	Ability to access Admin system remotely
	Ability to manage, monitor local and remote systems in a single console (without the need for a private connectivity).
	Ability to deploy policies, monitoring definitions to both local and remote systems using a single console.



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

System Security	Compliance to HIPAA and CCPA
	Remote control sessions to end-user machines/servers are encrypted
	Access to user and admin web interface is encrypted using industry accepted standards
	Capable of 2 factor authentications
Accessibility	
Ease of Access	Accessible thru the program's web-based application
	Accessible thru the program's mobile application (mobile app for iOS and Android)
	Mobile App capabilities should be 100% the same as the Web-based application
Active Directory Integration	
Ease of Access of Active directory	Create Local Admin
	Delete Local Admin
	Create Local Admin with description
	Disable Local Admin
	Reset Password
	Require Password change
	Disallow Password change
	Disable Password Expiration
	Set account expiration
	Disable account expiration
	Edit group Membership(s)
	Change admin password
Implementation	The bidder shall install and configure the proposed solution.
	The bidder must provide training and knowledge transfer
Support and Services Requirement	The bidder must provide the following:
	* Unlimited corrective maintenance/ repair services for 1 Year
	* Twenty-Four (24) hours by seven (7) days technical support and must meet the following response and resolution time: > Within one (1) hour for phone or email support > Within two (2) hours response time for on-site support > Root cause analysis for all support cases filed. * Submission of Service Report
	* On-site support for installation and deployment of software patches and version upgrade.



Republic of the Philippines

Tourism Infrastructure & Enterprise Zone Authority

	* Includes access to portal for download of latest product contents, patches, updates/upgrades including extensive online-self-help resources and knowledge base. Advisory to patches and fixes shall also be provided.
	* The bidder must provide procedure on support and problem escalation
	* The bidder must perform system health checks twice a year upon acceptance of the project that includes the following activities > Presentation of Analysis Results > Health Check and Recommendations Report
	* The bidder must provide full documentation for activity plan on installation and patches and upgrades and root cause analysis for incident encountered.
	The bidder must be an authorized reseller or partner authorized by the original manufacturer/principal of product being offered. The bidder/supplier shall submit a Certification form said original manufacturer/principal.
	The bidder must have available certified personnel for the duration of the project implementation, with certification form the original manufacturer/principal or from the authorized distributor.
Other	Includes Training and Knowledge Transfer

REQUIREMENTS

1. The Bidder must be an authorized reseller/authorized dealer of the brand being offered. A **current valid certification** is required as part of the technical component on bid proposal.
2. The Bidder must not exceed to one hundred twenty days (120) days delivery lead-time including installation and testing upon receipt of Notice to Proceed.
3. The winning Bidder should replace a factory defective unit with a new unit within 30 days upon delivery of the item.
4. In case of outside repair within 3-year warranty period, the winning Bidder shall provide a service unit.

ESTIMATED PROJECT COST

Approved Budget for the Contract (ABC) is **EIGHTEEN MILLION PESOS ONLY (P 18,000,000.00)**

Prepared by:


MARY GRACE S. MENDEZ
 Supervising Data Controller

Noted by:


RAQUEL S. DELACRUZ
 Manager, MISD

Approved by:


MARK T. LAPID
 Chief Operating Officer