

February 7, 2024

REQUEST FOR QUOTATION
No.: 2024-CIMS(009)-NPSVP-0002

Procurement of IBM Workload Scheduler Processor Value Unit (PVU) Annual Software Maintenance
 (Negotiated Procurement – Small Value Procurement)

Sir/Madam:

The Credit Information Corporation through **Credit Information Management Services** invites you to submit your quotation / offer for the item/s described below using the **Price Proposal Form (see Annex "A")** subject to the terms and conditions stated in the RFQ and Terms of Reference (**see Annex "B"**).

QTY	UOM	PARTICULARS	Unit Cost (in PhP)	Approved Budget for the Contract (ABC) in PhP
1	LOT	<p>Procurement of IBM Workload Scheduler Processor Value Unit (PVU) Annual Software Maintenance</p> <ul style="list-style-type: none"> - 2240 PVU - One (1) year maintenance/renewal *Deployment - Deployment, installation and/or Renewal Costs *On-site and Online Support Services - One (1) year maintenance 8x7 online support - One (1) year unlimited phone and email support - Customer is entitled to four (4) visits of onsite support during the contract period - Quarterly onsite visit with reports and recommendation by Certified IBM Engineers 	1,000,000.00	1,000,000.00

Contract Duration: One (1) calendar year or March 1, 2024 to February 28, 2025
 Delivery Schedule: Thirty (30) calendar days upon receipt of Notice to Proceed.
 Delivery Site: 6F, Exchange Corner Bldg., 107 VA Rufino St. cor. Esteban St., Legaspi Village, Makati City

Submit your proposal, together with the following documents, duly signed by you or your duly authorized representative, not later than **February 13, 2024, 1:00 P.M.**

1. **PhilGEPS Certificate/Number;**
2. **Mayor's/Business Permit for the current year or Official Receipt as proof that the bidder has applied for renewal, if the updated Mayor's Permit is not yet available;**
3. **Latest Income/Business Tax Returns;**
4. **Notarized Omnibus Sworn Statement (Annex C); and**
5. For Authorized Representatives: **SPA (Sole Proprietorship/Partnership), Secretary's Certificate or Board Resolution (Corporation).**

Note: PhilGEPS Platinum Registration Certificate may be submitted in lieu of PhilGEPS Number, and Mayor's/Business Permit for the current year

Only one (1) set of documents certified to be true copies of the original shall be required.

Proposals and other documents required shall be sent electronically to procurementunit@creditinfo.gov.ph. Electronically submitted proposals and documents must be submitted on or before the deadline of submission as stated in this RFQ.

Upon determination of your technical, legal and financial eligibility, the Administration Unit of the CIC shall undertake negotiation with your company based on the Technical Specifications for this project.


PHOEBE ANN R. WAGAN
Administrative Services Officer V

PRICE PROPOSAL FORM

Date: _____

Administrative Office
Credit Information Corporation
6F, Exchange Corner Bldg., 107 VA Rufino St.
cor. Esteban St., Legaspi Village, Makati City

Sir/Madam:

Having examined the Request for Quotation No. RFQ No. 2024-CIMS(009)-NPSVP-0002, which includes the technical specifications, the receipt of which is hereby duly acknowledged, the undersigned, offer to, in conformity with the said Request for Quotation for the sums stated hereunder:

QTY	UOM	PARTICULARS	Unit Price (in PhP)	TOTAL BID PRICE in PhP (Inclusive of VAT)
1	Lot	Procurement of IBM Workload Scheduler Processor Value Unit (PVU) Annual Software Maintenance - 2240 PVU - One (1) year maintenance/renewal *Deployment - Deployment, installation and/or Renewal Costs *On-site and Online Support Services - One (1) year maintenance 8x7 online support - One (1) year unlimited phone and email support - Customer is entitled to four (4) visits of onsite support during the contract period - Quarterly onsite visit with reports and recommendation by Certified IBM Engineers		

Contract Duration: One (1) calendar year or March 1, 2024 to February 28, 2025

TOTAL BID PRICE IN WORDS:

We undertake, if our Proposal is accepted, to deliver the goods/services as identified in the Technical Specifications/Terms of Reference and in accordance with the delivery schedule.

Our quotation includes all taxes, duties and/or levies payable and is valid for a period of THIRTY (30) calendar days upon issuance of this document.

We understand that the CIC Technical Working Group may require from us the submission of documents that will prove our legal, financial and technical capability to undertake this project.

Until a formal Contract is prepared and executed, this Proposal, together with your written acceptance thereof and the Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this _____.

Signature of Authorized Representative

Printed Name of Authorized Representative

Capacity

Duly authorized to sign Proposal for and on behalf of: _____

COMPLIANCE FORM
Technical Specifications
Procurement of IBM Workload Scheduler Processor Value Unit (PVU) Annual
Software Maintenance

1. Overview

The Credit Information Corporation (CIC) is mandated to collect and aggregate borrower's credit data to establish the credit worthiness of borrowers. CIC needs and uses a workload automation solution that enables the organization to automate, plan and control the processing of Credit Information System (CIS) workloads. The tool or solution allows the CIC to manage workflows from a single point of control across multiple platforms and business applications.

The existing workload scheduler that the CIC utilizes has the following key features and capabilities:

1. Hybrid workload automation from a single point of control
 - a. Monitor workloads and resources through a single point of control across different platforms and systems.
 - b. Monitor critical job, SLA compliance risk level and be alerted to the risk of SLA constraints and potential violations in advance through specific report and dashboards.
2. Wide variety of application plug-ins for business processes automation
 - a. Automate beyond boundaries and expand your automation outreach to new domains thanks to a large variety of application specific plug-ins available out of the box
3. High scalability (millions of daily jobs managed)
 - a. Manage organizations growth and increasing demands with a single controlling system, reducing costs and risks and increasing stability.
 - b. Automatically adapts workload submission to support on demand processes, allowing easy and safe integrations across a hybrid environment.
4. Easy integration in hybrid-cloud application through REST API
 - a. Modelling REST API are available to add/update/delete scheduling resources as well as retrieve list of resources or models. Planning API are available to act on the scheduling plan enabling the add and update actions on all the resources in the scheduling plan itself.

2. Purpose

The CIC aims to renew the MA of existing Workload Scheduler solution and licenses to automate, plan and control the processing of workloads of the Credit Information System (CIS) while overcoming its limited budget and manpower resources.

3. Scope

The paid license covers to receive 2240 Processor Value Units (PVUs) to the existing workload scheduler solution of the CIC.

4. Definition of Terms

Term	Definition
Job Scheduling	Job scheduling allows businesses to automate batch jobs on a single system and to submit these batch jobs for execution as a result of a specific event or at a certain time. Traditional job scheduling software works on one machine and is pretty inflexible. In complex systems, job scheduling has its limitations and inherently leads to a lack of coordination between operating systems, a high level of complexity when it comes to scheduling jobs and maintenance, the need for lots of manual intervention as well as the need for frequent programming to fill gaps.
Scalability	is the property of a system to handle a growing amount of work by adding resources to the system.
Service Level Agreement (SLA)	A commitment between a service provider and a client. Particular aspects of the service – quality, availability, responsibilities – are agreed between the service provider and the service user
Workload	Refers to a computer system’s ability to handle and process work.
Workload Automation	is the process of using software to schedule, initiate, and execute business processes, transactions, workflows, and other related tasks. It also allows businesses to configure or stop processes. The use of workload automation allows for all of this processing to happen without human or manual intervention.
Workload Scheduler	is a workload automation solution that enables organizations to automate, plan and control the processing of complex systems' workloads. It allows you to manage workflows from a single point of control across multiple platforms and business applications.
--Definitions are retrieved from https://www.wikipedia.com , https://www.ibm.com , https://www.bmc.com , https://www.nutanix.com	

5. Duties and Responsibilities

5.1. Service Provider (SP)

The SP’s responsibilities with respect to this project are as follows:

1. The renewal and installation of license must be completed within thirty (30) calendar days from the receipt of the Notice to Proceed (NTP). Otherwise, the SP shall pay a penalty in the amount of one tenth of one percent (1/10 of 1%) of the total contract price for every calendar day of delay.

5.2. Credit Information Corporation

CIC’s responsibilities with respect to this project are as follows:

1. Issuance of a Certificate of Inspection and Acceptance from the Inspection and Acceptance Committee to the SP upon successful completion of the testing certifying that the SP conforms to all requirements stipulated in this document.
2. Pursuant to General Procurement Policy Board (GPPB) Resolution No. 019-2006 dated 06 December 2006, at the end of each year, the CIC will conduct an assessment of the quality of service provided particularly the cost charged by the SP and the range of services it offers against other service providers in the area.
3. Conducts assessment/evaluation of the SP sixty (60) days before the end of the contract.

6. Requirements

6.1. General

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
1. Service Provider	<p>a) Duly notarized statement that the SP has been in business of providing workload scheduler solution for at least five (5) years prior to the deadline for the submission of bids.</p> <p>b) The SP must establish a single point of contact (SPOC) call center operations/helpdesk with hotline numbers to provide timely and responsive trouble reporting, incident handling, problem escalation and field support for all problem related issues.</p> <p>c) The SP must provide escalation or incident management procedures, including the complete names of contact persons, positions, email address, mobile and landline numbers. The SP shall</p>		

	<p>inform CIC of any changes on the escalation or incident management procedure immediately.</p> <p>d) The SP should provide unlimited phone, email, chat, and any form of electronic communications and messaging, and online or remote support for one (1) year. Monday to Friday, 8x5, for local support; and 24x7 for international helpdesk support.</p> <p>e) The SP should provide a consumable 8x5 onsite onsite support with next business day response time for one year. Four (4) visits of onsite support during the contract period.</p> <p>f) The SP must provide preventive maintenance and health checks with reports and recommendation every four (4) months.</p> <p>g) Implement recommended remedial action, security updates, system upgrades as needed.</p>		
2. Service Delivery Manager	<p>a) The SP should assign a Service Delivery Manager (SDM) to CIC for the project to ensure all requirements of this contract are successfully delivered to CIC.</p> <p>b) The SDM should have at least two (2) year service delivery or project management experience in handling similar project implementation. (Provide curriculum vitae and related certifications)</p>		
3. Technical Support Staff	<p>a) The SP should assign two (2) Technical Support/IBM Engineers to the CIC</p>		

	<p>project (provide Certificate of Employment, updated curriculum vitae & related certifications).</p> <p>b) At least eighteen months of experience in the configuration, maintenance and troubleshooting of the CIC's existing workload scheduler.</p>		
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6.2. Technical Requirements

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
1. System Overview	<p>IBM Workload Scheduler Processor Value Unit (PVU) Annual Software Maintenance Renewal</p> <p>a) 2240 PVU</p> <p>b) One (1) year maintenance/renewal (March 1, 2024 to February 28, 2025)</p>		
2. Installation and Configuration	<p>Shall work with CIC to define policies, configuration and other requirements as needed by the system</p>		
3. Troubleshooting	<p>a) When Workload Scheduler Solution is determined to be causing job scheduling and automation-related problems, the SP shall assist the CIC examine the solution's configuration and functionality for potential issues. A ticket will be filed by CIC to the SP's service desk facility to trigger the support activity.</p> <p>b) The SP will implement CIC's change request within a 24-hour period for simple change, and up to a maximum of five (5) days for complex changes.</p>		

4. Software Updates and Upgrades	<p>a) The SP must immediately apply updates whenever software updates/bug fixes are available to mitigate security threats.</p> <p>b) Software updates or upgrades are separate from the change request.</p>		
5. Health Checks and Preventive Maintenance	<p>a) The SP shall conduct system health-checks every four (4) months to determine potential issues and improve workload automation services.</p>		

6.3. Service Level

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
1. Change Requests (CR)	<p>CR must be acknowledged by the SP within two (2) hours upon receipt, Mondays to Fridays, 8:00-5:00 PM.</p>		
2. Incident Response	<p>a) Help-desk facility available twenty-four by seven (24x7) to receive report on any issues</p> <p>b) Incident Response/support tickets relayed through helpdesk, email, phone, or instant messaging must be acknowledged by the Service Provider within two (2) hours upon receipt, and</p> <p>c) Resolve issues within six (6) hours upon acknowledgement.</p>		
3. Service Report	<p>a) The SP must provide service reports for each onsite or remote support service performed and shall be verified and acknowledged by CIC authorized personnel.</p> <p>b) The SP shall submit a detailed problem resolution report for every service requested within 24 hours. It shall include</p>		

	details of actions taken in resolving the problem duly acknowledged by the authorized CIC personnel.		
4. Knowledge Transfer	<p>a) At least half (1/2) day of training for basis users for viewing and monitoring of job streams, workload and scheduled jobs. At least three (3) participants for the basic/viewers training</p> <p>b) At least half (1/2) day of training of administrators and advanced users to cover management, administration and operation, including troubleshooting. At least three (3) participants for the advanced users /administrators training</p> <p>c) Provision of user manual and guides</p>		

7. Schedule of Delivery

The Service Provider shall commence delivery and implementation of the services within 30 calendar days (lead time for delivery for non-stock) upon receipt of the Notice to Proceed.

8. Terms of Payment

Payment shall be made on the following:

1. Payment shall be made on a one-time basis (100%) subject to submission of billing statement and other supporting documents by the SP, subject to the issuance of Certificate of Satisfactory Project Completion by CIC end-user.
2. The start of billing shall be based on the date of issuance of "Certificate of Acceptance" by the CIC Inspection Committee.
3. Payment shall be subject to the "Warranty" provisions in the form of retention money in an amount equivalent to at least one percent (1%) of the Contract Price required in Section 62 of R.A. 9184 and its IRR.

9. Contract Termination

Both parties have the option or terminate the contract acceptable to both parties based on the Philippine Government Procurement Reform Act and its Implementing Rules and Regulations, GPPB Guidelines or its issuances, and other Philippine laws as applicable.

Pursuant to Annex I of the 2016 Revised Implementing Rules and Regulations, as of 15 July 2022, of the Republic Act No. 9184, the CIC reserves the right to terminate the Procurement of IBM Workload Scheduler Processor Value Unit (PVU) Annual Software Maintenance on the following grounds:

- a. Termination by Default:
 - 1. Pursuant to Section 68 of the 2016 Revised IRR, when outside of force majeure, the SP fails to deliver or perform any or all of the contract deliverables within the period specified in the contract, or within any extension thereof granted by the CIC pursuant to a request made by the SP prior to the delay, and such failure amounts to at least ten percent (10%) of the contract price;
 - 2. Pursuant to Section 68 of the 2016 Revised IRR, the SP, as a result of the force majeure, is unable to deliver or perform any or all of the contract deliverables, amounting to at least ten percent (10%) of the contract price, for a period of not less than sixty (60) calendar days after receipt of notice from the CIC stating that the circumstances of force majeure is deemed to have ceases; or
 - 3. The SP fails to perform any other obligation under the contract.
- b. Termination for Convenience, in whole or in part. If the CIC has determined the existence of conditions that make the contract implementation economically, financially or technically impractical and/or unnecessary, such as, but not limited to, fortuitous event/s or changes in law and national government policies.
- c. Termination for Insolvency. If the SP is declared bankrupt or insolvent as determined with finality by a court of competent jurisdiction.
- d. Termination for Unlawful Acts. In case it is determined prima facie that the SP engaged, before or during the implementation of the contract, in unlawful deeds and behaviors relative to contract acquisition and implementation.

STATEMENT OF COMPLIANCE

Dated this _____.

Signature of Authorized Representative

Printed Name of Authorized Representative

Capacity

Duly authorized to sign Compliance for and on behalf of: _____

Omnibus Sworn Statement

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

[If a sole proprietorship:] I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

[If a partnership, corporation, cooperative, or joint venture:] I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

[If a sole proprietorship:] As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

[If a partnership, corporation, cooperative, or joint venture:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;
4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *[Select one, delete the rest:]*

[If a sole proprietorship:] The owner or sole proprietor is not related to the Head of the Procuring Entity, Procurement Agent if engaged, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a partnership or cooperative:] None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, Procurement Agent if engaged, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a corporation or joint venture:] None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, Procurement Agent if engaged, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
- a. Carefully examining all of the Bidding Documents;
 - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
 - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.
10. In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of ___, 20__ at _____, Philippines.

Bidder's Representative/Authorized Signatory

SUBSCRIBED AND SWORN to before me this ___ day of *[month]* *[year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were

identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____ .

Witness my hand and seal this ____ day of *[month]* *[year]*.

NAME OF NOTARY PUBLIC

Doc. No. ____
Page No. ____
Book No. ____
Series of ____.

Note:

"Sec. 12. Competent Evidence of Identity – The phrase "competent evidence of identity" refers to the identification of an individual based on:

At least one current identification document issued by an official agency bearing the photograph and signature of the individual, such as but not limited to, passport, driver's license, Professional Regulations Commission ID, National Bureau of Investigation clearance, police clearance, postal ID, voter's ID, Barangay certification, Government Service and Insurance System (GSIS) e-card, Social Security System (SSS) card, Philhealth card, senior citizen card, Overseas Workers Welfare Administration (OWWA) ID, OFW ID, seaman's book, alien certificate of registration/immigrant certificate of registration, government office ID, certification from the National Council for the Welfare of Disabled Persons (NCWDP), Department of Social Welfare and Development (DSWD) certification;

The Board Resolution or Secretary's Certificate referring to the said Board Resolution designating the bidder's authorized representative and signatory need not specifically indicate the particular project where such authority is given provided that the said authority covers activities by CIC.