



**October 14, 2020**

**REQUEST FOR QUOTATION**

**No.: 2020-CIMS(022)-NPSVP-033**

**Renewal of Contract for EMC Server Maintenance Services**

**(Negotiated Procurement – Small Value Procurement)**

Sir/Madam:

The Credit Information Corporation 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	Item Description	Approved Budget for the Contract
1	Lot	Renewal of Contract for EMC Server Maintenance Services	PhP996,736.00

Contract Duration: **Six (6) Months**

Submit your proposal, together with the following documents, duly signed by you or your duly authorized representative, not later than **October 19, 2020, 5:00 p.m.**

- PhilGEPS Certificate/Number;**
- Mayor's/Business Permit for the current year;**
- Latest Income/Business Tax Return;**
- Notarized Omnibus Sworn Statement (Annex C);** and
- For Authorized Representatives: **SPA (Sole Proprietorship/Partnership), Secretary's Certificate or Board Resolution (Corporation).**

Proposals and other documents required shall be sent electronically to [phoebe.wagan@creditinfo.gov.ph](mailto:phoebe.wagan@creditinfo.gov.ph). Electronically submitted proposals and documents must be submitted on or before the deadline of submission as stated in this RFQ.

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

Upon determination of your technical, legal and financial eligibility, the CIC- BAC shall undertake negotiation with your company based on the Terms of Reference for this project.

**Signed.**  
**TONI ROSE E. UNCIANO**  
Administrative Services Officer V

N.B.: The duly accomplished Proposal (Annex A), together with the other required documents, shall be submitted on or before the deadline for submission of proposal or any extension thereof. The following supporting documents may be submitted anytime during submission of offers, evaluation of offers, after issuance of Notice of Award but before payment:

1. PhilGEPS Registration Number; and
2. Mayor's/Business Permit for the Year 2020;

PhilGEPS Platinum Registration Certificate may be submitted **in lieu** of the foregoing documents.

If unable to have the Omnibus Sworn Statement notarized, an unnotarized Omnibus Sworn Statement may be submitted, subject to compliance therewith after award of contract but before payment.

## **PRICE PROPOSAL FORM**

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Date: \_\_\_\_\_

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

Madam:

Having examined the Request for Quotation No. 2020-CIMS(022)-NPSVP-033, 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:

<b>Qty</b>	<b>ITEM/DESCRIPTION</b>	<b>TOTAL BID PRICE</b>
1 Lot	Renewal of Contract for EMC Server Maintenance Services  Contract Duration: <b>Six (6) months</b>	
<b>TOTAL BID PRICE</b>		

### **TOTAL BID PRICE IN WORDS:**

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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 \_\_\_\_\_.

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Signature of Authorized Representative

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Printed Name of Authorized Representative

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Capacity

Duly authorized to sign Proposal for and on behalf of: \_\_\_\_\_

# **COMPLIANCE FORM**

## **Terms of Reference**

### **1. Overview**

The Credit Information Corporation (CIC) is mandated to collect and aggregate borrower's credit data to establish the credit worthiness of borrowers. Storage maintenance plays an important role in the collection and data processing activities of the CIC. Henceforth, a stable and reliable maintenance of the centralized and unified storage is essential in order for the CIC to fulfill this mandate.

CIC is using a unified storage system that implements a modular architecture to integrate hardware components for block, file, and object with concurrent support for native NAS, iSCSI, Fibre Channel, and FcoE protocols.

### **2. Purpose**

The CIC aims to contract maintenance services to continually improve performance and health of the centralized and unified storage with proactive and personalized systems maintenance guidance.

### **3. Scope**

The project covers the maintenance of the equipment located at the Data Centers, Makati City and Cebu City. The scope of the service is as follows:

- A contract for six months
- Advance troubleshooting from a technical support who will reduce downtime and lost productivity
- Accelerates resolution with predictive monitoring, notifications, automated case creation and proactive response
- Collects configuration information from environment to identify critical patches and updates
- Reporting and Performance Recommendations
- Systems Maintenance

### **4. Definition of Terms**

<b>Term</b>	<b>Definition</b>
<b>Unified Storage System</b>	It is a multiprotocol storage system that makes it possible to run and manage files and applications from a single device.

<b>Network-Attached Storage (NAS)</b>	It is a file-level computer data storage server connected to a computer network providing data access to a heterogeneous group of clients.
<b>Internet Small Computer Systems Interface (iSCSI)</b>	An Internet Protocol (IP)-based storage networking standard for linking data storage facilities that provides block-level access to storage devices
<b>Fibre Channel (FC)</b>	It is a high speed data transfer protocol that is primarily used to connect computer data storage to servers in storage area networks (SAN) in commercial data centers.
<b>Service Level Agreement (SLA)</b>	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
	<i>--Definitions are retrieved from Wikipedia.</i>

## 5. Duties and Responsibilities

### 5.1. Service Provider (SP)

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

1. The implementation of the maintenance services 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.
2. Provide an advance troubleshooting from a technical support who will reduce downtime and lost productivity
3. Accelerates resolution with predictive monitoring, notifications, automated case creation and proactive response.
4. Collects configuration information from your environment to identify critical patches and updates
5. Provide Service Delivery Manager (SDM) as a single point of contact for technical support and service delivery concerns.

The SDM shall notify the CIC seven (7) days prior to any scheduled maintenance and other service interruption. The same shall likewise submit monthly reports to the CIC to attest compliance to the SLA.

6. Provide 24x7 technical support facility and capability, consisting of online help-desk facility and competent technical support personnel as described in Section 5.3.

## **5.2. Credit Information Corporation**

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

1. Grant the SP's authorized representative access to its premises, equipment and facilities located therein to perform its obligations, provided that such representative shall be accompanied by the duly assigned personnel of the CIC Technical Support Department;
2. Secure the necessary access pass and building permit required by the building administrator and assumes responsibility for the safe custody and use of the equipment installed by the SP;
3. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the SP;
4. Issuance of a Certificate of Inspection and Acceptance to the SP upon successful completion of the testing certifying that the SP conforms to all requirements stipulated in this document.
5. 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; and
6. Conducts assessment/evaluation of the SP 60 days before the end of the contract.

## 6. Requirements

### 6.1. General

Items	Requirements
1. Service Provider	<p>a) A duly notarized statement that the SP has been in business of providing EMC server maintenance services 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 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 inform CIC of any changes on the escalation or incident management procedure immediately.</p> <p>d) The SP must be able to escalate CIC reported incidents directly to EMC and must be responsible for any coordination, inspection, implementations and checking and updating process to resolve the incident.</p> <p>e) The SP shall provide EMC certified professional engineers or the likes to perform front line technical support (on-site, online, phone and or email-support).</p> <p>f) The SP should provide 24/7 technical support (on-site, online, phone and or email-support).</p> <ol style="list-style-type: none"> <li>1. Preventive/Corrective Maintenance</li> <li>2. Troubleshooting, configuration, administration, maintenance, capacity planning and consultation services related to the maintained systems.</li> <li>3. The SP shall replace defective parts/components without any additional cost to CIC when applicable.</li> <li>4. The service provider shall respond to questions or support requests that are related to the solution covered under this agreement raised thru phone or email.</li> </ol>



	<p>5. The SP shall perform hardware/software problem diagnosis as the need arises and provide status/incident report every time a problem is reported.</p> <p>g) The Service provider shall always ensure zero downtime during Preventive Maintenance.</p> <p>h) Preventive Maintenance requiring outages or shutdown must be planned by the SP by requesting a schedule of site visit at least five (5) working days before intended date and must be acknowledged in writing/email by CIC prior to implementation.</p> <p>i) The SP must have an ISO QMS, ISMS, and Data Privacy Act certifications. (ISO 9001, ISO 27001, DPA).</p> <p>j) The SP shall have offices in Metro Manila and Cebu.</p>
<p>2. Service Delivery Manager</p>	<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 three (3) year service delivery or project management experience in handling similar project implementation. (Provide curriculum vitae and related certifications)</p> <p>c) The SDM should have an ITIL Foundation Certificate in IT Service Management.</p>

3. Technical Support Staff	<p>a) The SP should assign two (2) Technical Support/Engineers to the CIC project. They must be permanent employees of the Service Provider for at least two (2) years. (Provide Cert. of Employment, updated curriculum vitae &amp; related certifications).</p> <p>b) Three (3) year experience in the EMC server maintenance services</p> <p>c) At least two (2) EMC certified professional engineers</p>
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## 6.2. Technical Requirements

Items	Requirements
System Overview	<p>a) Two (2) SAN Storage systems</p> <p>b) Four (4) Fiber Channel Switches</p> <p>c) Other details will be provided upon request</p>
Hard Disk	<p>a) Defective hard disk will be retained to CIC upon replacement for security purposes via Parts Retention Uplift</p>
Additional hardware	<p>a) All necessary hardware, cabling and software should be provided by the SP.</p>

## 6.3. Service Level

Items	Requirements
Change Requests (CR)	<p>CR must be acknowledged by the SP within four (4) hours upon receipt, Mondays to Fridays, 8:00-5:00 PM.</p>
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 help-desk, email, phone, or instant messaging must be acknowledged by the Service Provider within one (1) hour upon receipt, and</p>

	c) Resolve issues within four (4) hours upon acknowledgement.
Service Report	<p>a) The SP must provide service reports for each onsite 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 details of actions taken in resolving the problem duly acknowledged by the authorized CIC personnel.</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 items) 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 quarterly basis subject to submission of billing statement and other supporting documents by the SP, subject to the issuance of a Certificate of Satisfactory Service by CIC.
2. The start of billing shall be based on the date of issuance of "Certificate of Acceptance".

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**

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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 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 of *[Name of Bidder]*, I have full power and authority to do, execute and perform any and all acts necessary to represent it in the bidding for *[Name of the Project]* of the *[Name of the Procuring Entity]*;

*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 and/or to represent the *[Name of Bidder]* in the bidding as shown in the attached *[state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate issued by the corporation or the members of the joint venture)]*;

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;

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:* I am not related to the Head of the Procuring Entity, 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, 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, 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;

8. *[Name of Bidder]* is aware of and has undertaken the following responsibilities as a Bidder:

a) Carefully examine all of the Bidding Documents;

b) Acknowledge all conditions, local or otherwise, affecting the implementation of the Contract;

c) Made an estimate of the facilities available and needed for the contract to be bid, if any; and

d) Inquire or secure 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; and

10. *[Name of Bidder]* hereby assigns the following contact number/s and e-mail address/es as the official telephone/fax number and contact reference of the company where the CIC BAC and CIC notices may be transmitted.

Telephone No/s.: \_\_\_\_\_  
Fax No/s.: \_\_\_\_\_  
E-mail Add/s.: \_\_\_\_\_

It is understood that notices/s transmitted in the above-stated telephone/fax numbers and/or e-mail address/es are deemed received as of its transmittal and the reckoning period for the reglementary periods stated in the bidding documents and the revised Implementing Rules and Regulations of Republic Act No. 9184 shall commence from receipt thereof.

IN WITNESS WHEREOF, I have hereunto set my hand this \_\_\_ day of \_\_\_\_\_, 2017 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.