



**January 31, 2023**

**REQUEST FOR QUOTATION**  
**No.: 2023-CIMS(017)-NPSVP-0002**

**Maintenance Agreement on the Existing Red Hat Enterprise Linux Servers**  
(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"**).

LOT	PARTICULARS	QTY	UOM	Unit Cost (in PhP)	Approved Budget for the Contract (ABC) in PhP
<b>Maintenance Agreement on the Existing Red Hat Enterprise Linux Servers</b>					
	- One (1) year Standard Subscription - Physical or virtual nodes	<b>5</b>	<b>Licenses</b>	<b>53,800.00</b>	<b>269,000.00</b>
<b>1</b>	<b>On-site Services</b> - One (1) year consumable** 8x5 onsite support with NBD response time in Metro Manila - One (1) year unlimited phone support - One (1) year unlimited email support - Customer is entitled to 5 visits of onsite support during the contract period - Any onsite request beyond the allotted number of incidents will be charged separately			<b>392,000.00</b>	<b>392,000.00</b>
<b>Total Approved Budget for the Contract (ABC) in PhP</b>					<b>661,000.00</b>

Contract Duration: One (1) calendar year  
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 6, 2023, 5:00 p.m.**

- PhilGEPS Certificate/Number;**
- 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).**

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](mailto: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

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 2023;

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**

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. 2023-CIMS(017)-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:

<b>LOT</b>	<b>PARTICULARS</b>	<b>QTY</b>	<b>UOM</b>	<b>Unit Price (in PhP)</b>	<b>TOTAL BID PRICE in PhP (Inclusive of VAT)</b>
<b>1</b>	<b>Maintenance Agreement on the Existing Red Hat Enterprise Linux Servers</b>				
	- One (1) year Standard Subscription - Physical or virtual nodes	<b>5</b>	<b>Licenses</b>		
	<b>On-site Services</b> - One (1) year consumable** 8x5 onsite support with NBD response time in Metro Manila - One (1) year unlimited phone support - One (1) year unlimited email support - Customer is entitled to 5 visits of onsite support during the contract period - Any onsite request beyond the allotted number of incidents will be charged separately				
<b>Total Bid Price in PhP</b>					

**Contract Duration:** One (1) calendar year

**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**  
**Maintenance Agreement on the Existing Red Hat Enterprise Linux Servers**

**1. Overview**

The Credit Information Corporation (CIC) is a Government-Owned and Controlled Corporation (GOCC) created in 2008 by virtue of Republic Act No. 9510 otherwise known as the Credit Information System Act (CISA). The CIC is mandated to establish a comprehensive and centralized credit information system for the collection and dissemination of fair and accurate information relevant to, or arising from credit and credit-related activities of all entities participating in the financial system, such as but not limited to retail, trade, utilities, and other service and product providers that may yield data on creditworthiness and payment behavior.

**2. Purpose**

The CIC aims to renew the Maintenance Agreement (MA) for the Existing Red Hat Enterprise Linux (RHEL) Server.

**3. Scope**

The maintenance agreement will cover the renewal of existing RHEL Server licenses, maintenance, health checks, latest major releases, product updates and patches, and 24/7 support on incident and problem resolution.

Particulars	Quantity
Red Hat Enterprise Linux Server, Standard (Physical or Virtual Nodes) for 1 year	5 licenses

**4. Definition of Terms**

Term	Definition
IT Systems Health Check (or Health Check)	An IT systems health check identifies the inconsistencies, irregularities and inefficiencies that are causing an organization's network to operate ineffectively. A thorough systems health check helps discover opportunities to increase computing efficiencies and reduce costs.
Maintenance Agreement (MA)	is a service agreement that a provider will draft with their customer the terms for the exchange of services for compensation
Operating System	is system software that manages computer hardware, software resources, and provides common services for computer programs

Red Hat	Red Hat is the world's leading provider of enterprise open source solutions, using a community-powered approach to deliver high-performing Linux, cloud, container, and Kubernetes technologies.
Red Hat Enterprise Linux (RHEL))	Red Hat® Enterprise Linux® is the world's leading enterprise Linux platform.* It's an open source operating system. It's the foundation from which you can scale existing apps—and roll out emerging technologies—across bare-metal, virtual, container, and all types of cloud environments.
Scalability	is the property of a system to handle a growing amount of work by adding resources to the system.
Scalability	is the property of a system to handle a growing amount of work by adding resources to the system.
Server	In computing, a server is a piece of computer hardware or software (computer program) that provides functionality for other programs or devices, called "clients".
Service Delivery Manager	is responsible for making sure that services are being seamlessly delivered to the clients of an organization. They are in charge of a variety of tasks, such as leading project teams, rectifying reliability issues, monitoring progress, tracking KPIs, and managing budgets
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
Service Provider	A service provider (SP) provides organizations with consulting, legal, real estate, communications, storage, processing. Although a service provider can be an organizational sub-unit, it is usually a third party or outsourced supplier, including telecommunications service providers (TSPs), application service providers (ASPs), storage service providers (SSPs), and internet service providers (ISPs). A more traditional term is service bureau (esp. 1960s to 1980s).
<i>--Definitions are retrieved from <a href="https://www.wikipedia.com">https://www.wikipedia.com</a>, <a href="https://www.redhat.com">https://www.redhat.com</a>, <a href="https://www.coursera.org">https://www.coursera.org</a>, <a href="https://www.empowerit.com.au">https://www.empowerit.com.au</a>, <a href="https://www.simplilearn.com">https://www.simplilearn.com</a></i>	

## 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 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 60 days before the end of the contract.

**6. Requirements**

6.1. General

<b>Items</b>	<b>Requirements</b>	<b>Statement of Compliance "Comply" or "Not Comply"</b>	<b>Proof/Evidence of Compliance</b>
1. Service Provider	a) License for at least five (5) years prior to the deadline for the submission of bids.  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.  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>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 support with next business day response time for one year. Four (4) visits of free onsite support during the contract period.</p> <p>f) 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. <i>(Provide curriculum vitae and related certifications.)</i></p>		
3. Technical Support Staff	<p>a) The SP should assign at least two (2) Technical Support/System Engineers to the CIC project <i>(provide Certificate of Employment, updated curriculum vitae &amp; related certifications)</i>.</p> <p>b) At least eighteen (18) months of experience in the installation, configuration, administration, troubleshooting, and maintenance of the CIC's</p>		

	existing server operating system		
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## 6.2. Technical Requirements

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
1. Overview	Maintenance Agreement on the Existing Red Hat Enterprise Linux Servers (x5 licenses) a) Item Code: RH00004RN b) 1 year contract period		
2. Installation and Configuration	Shall work with CIC to define policies, configuration, and other system requirements as needed		
3. Troubleshooting	a) When Red Hat server is determined to have issues, the SP shall assist the CIC examine the solution's configuration and functionality for potential problems. A ticket will be filed by CIC to the SP's service desk facility to trigger the support activity.  b) The SP will implement CIC's change requests within a 24-hour period for simple change, and up to a maximum of five (5) days for complex changes.		
4. Software Updates and Upgrades	a) The SP must immediately apply updates whenever software updates, bug fixes, and security updates are available to mitigate security threats.  b) Software updates or upgrades are separate from the change request.		
5. Health Checks and Preventive Maintenance	a) The SP shall conduct system health-checks every quarter or every three (3) months to determine potential issues and improve server performance.		

### 6.3. Service Level

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
1. Change Requests (CR)	CR must be acknowledged by the SP within two (2) hours upon receipt, Mondays to Fridays, 8:00-5:00 PM.		
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 details of actions taken in resolving the problem duly acknowledged by the authorized CIC personnel.</p>		
4. Knowledge Transfer	<p>a) At least one (1) day of training</p> <p>b) At least three (3) participants</p> <p>c) Provision of user manuals 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 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 one time basis subject to submission of billing statement and other supporting documents by the SP, subject to the issuance of Certificate of Satisfactory Service by CIC.
2. The start of billing shall be based on the date of issuance of "Certificate of Acceptance".
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 Maintenance Agreement on the Existing Red Hat Enterprise Linux Servers 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**

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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 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, 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 responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
- 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. 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.
11. *[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.