



Republic of the Philippines
OFFICE OF THE PRESIDENT
NATIONAL COMMISSION ON MUSLIM FILIPINOS

MEMORANDUM

FOR : TAHIR S. LIDASAN JR., *CESO II*
BAC Chairman / Executive Director

ATTENTION : LEONILA ODON
BAC Secretariat

SUBJECT : SUBMITTING LATEST TERMS OF REFERENCE OF THE
DESKTOP AND LAPTOP

DATE : 11 DECEMBER 2019

This is to formally submit the latest Terms of Reference for the Laptop and Desktop taking into the consideration the recommendations of the bidder/s.

Thank you and wassalam!


HAIDEE V. AMPATUAN MNSA
Director, Planning Service

Technical Specification and Terms and Conditions

Approved Budget for the Contract: P14,870,000.00	
Minimum configuration required as follows:	
LAPTOP (Quantity:68)	
Processor	Minimum of 4 Cores, 8 Threads, 1.60 GHz Base Frequency up to 3.9 GHz, 6MB Cache with processor graphics
Memory	4GB DDR4 SDRAM
Graphics / Video Processors	2GB VRAM, switchable
Display Screen	14" FHD
Storage	128GB SSD + 1TB HDD
Front Camera	Front camera
Network Interface	Gigabit Ethernet 802.11a/b/g/n/ac Wifi and Bluetooth
Standard I/O Ports	2x USB 3.0 1x HDMI 1x Card reader (MicroSD card reader) 1x Headphone/microphone combo jack 1x USB Type-C
Battery	Minimum of 3- Cell Lithium Ion (Li-Ion)
Pre-installed (OEM) Operating System	Pre-loaded genuine Windows 10 64-bit
Weight	Not more than 2.0 Kg
Supplies and Accessories	Laptop Backpack Standard Security Slot Power Adaptor Wireless Mouse
Warranty	Three (3) years warranty on both parts and labor from authorize center with global repair coverage One (1) year on Batteries and Optical Mouse
BRANDED DESKTOP COMPUTER (Quantity: 294)	
Processor	Minimum of 4 Cores, 4 Threads, 1.60 GHz Base Frequency up to 3.9 GHz, 6MB Cache with processor graphics
Memory	8GB RAM Upgradable to 16GB 2 memory slots
Storage	128GB SSD + 1TB HDD
Optical Drives	Slim DVD/ODD
Graphics	2GB dedicated graphics
Display	LED Monitor FHD, 21.5" (The same brand with the System Unit)
Network Interface	10/100/1000 Ethernet
Sound	High Definition Audio
Ports	Front: 2 x Combo Audio Jack 2 x USB 2.0 or 3.0 1 x Card Reader

	Rear: 1 x VGA port 1 x HDMI port (HDMI 2.0b) 1 x RJ45 port 2 x USB 2.0 2 x USB 3.0 3 x Audio Jacks (Optional)
Input Device	Standard full-sized USB keyboard with numeric keypad (Same brand with System Unit)
Pointing Device	USB Optical mouse (Same brand with System Unit)
Pre-installed (OEM) Operating System	Pre-loaded genuine Windows 10 64-bit
Accessory	500W AVR
Warranty	Three (3) years warranty on both parts and labor from authorize center

1. Payment

100% payment on completion of delivery, submission of invoice, delivery challan, back-to-on-site warranty, and support confirmation from Original Equipment Manufacturer (OEM) for each laptop(s) and desktop(s)

Applicable penalty will/may be made recovered from the payment (s);

2. Location Details

National Commission on Muslim Filipinos (NCMF)
79 Jocfer Annex Building, Commonwealth Avenue, Diliman, Quezon City, Philippines
Landmark: Suzuki Commonwealth

3. Delivery

30-45 calendar days from the date of notice to proceed. Any fees, cost, and permits related to the delivery of laptop(s) and desktop(s) will be the sole responsibility of the bidder.

4. Installation

Within seven (7) business days from the date of the delivery of laptop(s) and desktop(s).

5. Warranty

All the required quantity of laptop(s) and desktop(s) will be covered with 37 months on-site warranty from the date of delivery or 36 months from the date of installation; whichever is earlier

Bidder must submit warranty confirmation from product OEM for each of the supplied set of laptop(s) and desktop(s) and OS License details.

The warranty includes on-site repair/replacement warranty.

6. Response Time

Bidder shall provide same or next day response from the time of problem reported for each laptop(s) and desktop(s) during warranty period.

7. Resolution Time

Bidder shall provide resolution within 72 hours (3 working days) from the time of problem reported for each of the laptop(s) and desktop(s) during warranty period.

8. Scope of Work

- (a) All branded laptop(s) and desktop(s) mentioned in this Terms of Reference (TOR) document and its annexes should be delivered, installed, and maintained for trouble free performance for the entire warranty period of three (3) years.
- (b) Bidder will provide their nation-wide support service contact numbers, escalation matrix (designation, contact number, emails, etc.).
- (c) The end-user will log all telephone and email complaints and bidder will provide tickets for each problem (s) reported to them and subsequently provide status report upon coordinating with their respective support and service centers for each of the reported problem and/or issues.
- (d) Bidder will submit report for each of the breakdown call attended during the warranty period.
- (e) Bidder will provide support, service, and resolution for each of the supplied and installed laptop(s) and desktop(s) during warranty period which covers the installation, re-installation, configuration, re-configuration of operating system.
- (f) In case of hardware failure or replacement, bidder will provide back-to-back support with product OEM as replacement to the failed component(s) or part(s) during the entire warranty period. Bidder will provide advance replacement before taking faulty part(s) outside the premise of NCMF offices.
- (g) Bidder will provide support as per response and resolution time including part repair/replacement including cables. Connectors, On-Off/reset switches failing which applicable penalty will be imposed by the end-user. The applicable penalty will be recovered/deducted from the payment(s).
- (h) If necessary, bidder should stock necessary equipment for service and resolution of problems for the supplied and installed laptop(s) and desktop(s) during warranty period.

- (i) Bidder will deploy their appropriate technical/skilled personnel for resolution of laptop(s) and desktop(s) and bear all the expenses to provide support, trouble-shooting, collecting, and delive
- (j) ing the repaired/replaced components as part of resolution during warranty period. NCMF will not bear any expenses and labor charges related to the provision of support during warranty period.
- (k) Bidder is responsible to provide support for shifted or relocated laptop(s) and desktop(s). The shifting or relocation is responsibility of NCMF and with prior information to bidder.
- (l) Bidder hereby indemnifies, protect, and save NCMF against all claims, losses, costs, damages, expenses. Action suits, and other proceedings, resulting from the infringement of any patent, trademarks, copyrights, etc. or such proceedings, resulting from infringements in respect of all the equipment offered by the bidder. Any publicity by bidder in which name of the NCMF is used should be done only with the explicit permission of NCMF. Bidder will sign Non-Disclosure Agreement and should be valid during warranty period.

9. Penalty

- (a) Penalty of 1% of purchase cost per laptop(s) and desktop(s) per day subject to maximum 5% will be imposed by NCMF for delay in delivery
- (b) Penalty of 1% of purchase cost per laptop(s) and desktop(s) per day subject to maximum 5% will be imposed by NCMF for delay in installation
- (c) Penalty of minimum of P 500.00 per laptop(s) and desktop(s) per day subject to maximum of P 1,000.00 per laptop(s) and desktop(s) per year may be levied for delay in resolution beyond resolution time during warranty. However, the penalty may be waived off for non-performance due to unforeseeable circumstances mentioned in Force Majeure. In this case, the bidder should notify and produce relevant communication and evidence for validation purposes.
- (d) This above-mentioned penalty will be deducted (recovered) from the payment(s)

10. Force majeure

- (a) War, Strike, Riots, Flood, Earthquake, Storm, Epidemic breakout, Power failure, etc.
- (b) Any Governmental priorities
- (c) Sabotage or omission of NCMF

11. Dispute Resolution

In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavor to resolve the same amicably and if dispute could not be settled amicably, the mater shall be settled in the court jurisdiction selected by NCMF. The final payment will be released only after the bidder complies with above-mentioned clause.

12. No Commitment to accept lowest or any other bud:

NCMF shall be under no obligation to accept lowest or any other offer received in response to this condition. NCMF reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials. When NCMF makes any rejection, NCMF will not be bound to give any reason and/or justification in this regard to the bidder.