

PHIL. GENERAL HOSPITAL
PURCHASING OFFICE

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MAR 21 2018

28-Feb-18

PURCHASE REQUEST
UP-Manila Philippine General Hospital

Department: **Accounting Services Division** PR No.: **PUR18-03-0294** Date: _____
Section: **Service Ward Billing Office** SAI No.: _____ Date: _____
ALOBS No: _____ Date: _____

Item	Unit	Item Description	Qty.	Unit Cost	Total Cost
1	unit	Laserjet Printer with Wireless LAN Brand New; Print speed (black) up to 22ppm, Up to 600 x 600 x 2 dpi, FastRes 1200dpi; 128MB Standard Memory, Recommended Print Volume: 150 to 1500 pages, Monthly Duty Cycle: up to 10,000 pages, 150-sheet input tray, 100-sheet output tray, Hi-Speed USB 2.0 port, WiFi 802.11 b/g, Windows 10 compatible, Driver Utility, cable and manuals; Includes installation; One (1) year warranty; includes 2pcs. Compatible Toner Cartridges	4	15,500.00	62,000.00
2	unit	Color inkjet printer Brand New; Print speed: Draft: Up to 20ppm ISO: Up to 7.5ppm, Print Resolution: 1200x1200dpi, Print size: A4, A5, B5, LTR, LGL, DL envelope; Connectivity: 1 Hi-Speed USB 2.0, Paper Handling: 60-sheets input tray, 25-sheets output tray, Manual (driver support provided), Duty Cycle: up to 1,000 Pages; Windows 10 Compatible; Includes installation; One (1) year warranty; includes 2 sets of compatible Ink Cartridges (Black and Colored/set)	1	6,000.00	6,000.00
UNIVERSITY OF THE PHILIPPINES - MANILA					
BIDS AND AWARDS COMMITTEE I					
MODE OF PROCUREMENT					
NP53.9 - Small Value Procurement					
(Included in the PHMP/SPPM/PI)					
TOTAL					
				68,000.00	

Purpose: **For printing of bills of service patients**

Requested by: **ELIZABETH M. CARDENAS** 2/28/18
Chief, Accounting Services Division

Date: _____ Certified Funds Available: **3-237**

RUBY D. ALLADO 3/5/18
Chief, Budget Division

Recommended by: **MA. MARGARITA LAT-LUNA, M.D.** 13 Mar 2018
Deputy Director for Fiscal Services

Date: _____ Approved: **MA. MARGARITA LAT-LUNA, M.D.**
Deputy Director for Fiscal Services

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Accounting Services Division

15 Mar 2018
RACEL IRENEO LUIS C. QUEROL, M.D.
Coordinator for Equipment
Philippine General Hospital



PHILIPPINE GENERAL HOSPITAL
The National University Hospital
University of the Philippines Manila
INFORMATION SYSTEMS OFFICE
Taft Avenue, Manila

*PHIC – Accredited Health Care Provider
ISO 9001:2008 Certified*

For : **ROWENA CRUZADO**
Supervisor, Service Ward Billing Office

Subject : IT Equipment Specification
Date : 14 February 2018

Reference attached the email request, we are recommending the following technical specifications for **DOH-MAP, Billing Section**. Please copy this to a **Purchase Request Form**.

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VENDOR REQUIREMENTS:

1. Certification of authorized Distributorship/Dealership.
2. Must be able to provide service unit in case of pull-out for repair during warranty period
3. Delivery period- **30 calendar days upon receipt of Notice of Award (NOA) and/or Notice to Proceed (NTP)**
4. **24x7 Help Desk and Technical Support** – Provide after-sales maintenance, support, product enhancement and free software upgrades for the duration of the contract based on the following:

Service Level Agreement:

SEVERITY LEVEL	RESPONSE TIME	RESOLUTION TIME
1	1 hour	4 hours
2	4 hours	1 calendar day
3	8 hours	5 calendar days
4	24 hours	10 calendar days

Vendor shall provide problem resolution for defects in accordance with the severity levels indicated above for the duration of the contract.

For SEVERITY 1 and 2, vendor shall respond on-site to determine the root cause of the problem.



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Definitions:

Severity Level 1:

Complete loss of all service of the Product and the situation is an emergency. The vendor will acknowledge within 1 hour from the time the call was logged with the vendor and shall remedy defects and/or provide a workaround within 4 hours of notification of the problem, with a permanent solution within an agreed timeframe.

Severity Level 2:

Severe loss of service of the Product however, operation can continue in a restricted fashion. The vendor will acknowledge within 4 hours from the time the call was logged with the vendor and shall remedy defects and/or provide a workaround within the 1 calendar day of notification of the problem, with a permanent solution within an agreed timeframe.


Severity Level 3:

A minor loss of service of the Product, the impact is an inconvenience. The vendor will acknowledge within 8 hours from the time the call was logged with the vendor and shall use reasonable efforts to remedy defects and/or provide a workaround within 5 calendar days of notification of the problem, with a permanent solution within an agreed timeframe.


Severity Level 4:

No loss of service of the Product; the result is a minor error, incorrect behavior, or a documentation. The vendor will acknowledge within 24 hours from the time the call was logged with the Vendor and the vendor shall use its reasonable efforts to remedy defects and/or provide a workaround within 10 calendar days of notification of the problem, with a permanent solution within an agreed timeframe.

Prepared by:


NELSON L. CERVANTES JR.
 DEMO I

Approved by:


MA. THERESA D. NATIVIDAD
 IT Officer II / OIC
 Information Systems Office