



PHILIPPINE GENERAL HOSPITAL

The National University Hospital
University of the Philippines Manila
Taft Avenue, Manila
Tel. No. 554-8400 loc. 2038
PHIC – Accredited Health Care Provider
ISO 9001 Certified

TERMS OF REFERENCE

I. NAME OF PROJECT

Management Services including repair and preventive maintenance of IT Equipment for UP-Philippine General Hospital

The approved budget for the contract for one (1) year is **PhP 2,500,000.00** inclusive of VAT.

II. OBJECTIVE

To engage the services of Contractor by providing competent preventive maintenance of IT equipment such as laptop, desktop and printer that will benefit PGH thru lower maintenance cost, reduce computer downtime, improve the computer life span and efficiency and improve customer satisfaction.

III. SCOPE OF WORK:

1. The Third-Party Service Provider (TPSP) will provide service, including preventive maintenance with provision of cleaning materials and vacuum cleaner with utility tools and diagnostic software, disk utilities, etc.
2. Repair of IT equipment (desktop, laptop and printers) under PGH property. IT equipment which is still under warranty on the supplier is not yet covered. TPSP shall provide necessary tools needed for the repair and maintenance.
3. Four (4) IT Technical Support shall be on-site duty (with IT Office coordination), from 7:30 AM to 4:30 PM with a lunch break of one (1) hour, from Monday to Friday except for holidays. However, If the PGH requires a skeletal workforce on a specific holiday, at least two (2) IT Technical support is required on duty. The assigned computer technicians must have the following minimum qualifications:
 - a. Graduate of any two (2) years Computer System / Technology – related course;
 - b. Have at least two (2) years actual experience in conducting computer preventive maintenance, troubleshooting and repair;
 - c. Well-versed with different operating systems (particularly Windows 10, office automation tools, MS Office and other system utilities) and has advance knowledge in installing and configuring computer hardware and software with advance troubleshooting. Must have basic knowledge on computer networking.
4. In the absence of either one of the in-house service technicians, the contractor shall assign / provide a reliever with the same skills and expertise.
5. Repairs and part replacement. Contractor shall provide quotation for the needed hardware parts for repair.



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6. Provision of service units which shall have the same specifications or better, at no additional cost. The provided service units must be utilized until the replacement or repaired unit is available, or until the contract expires.
7. Reports submission
 - a. Monthly end-user countersigned preventive maintenance and IT Service Request (ITSR) report
 - b. Other reports that may be required by PGH – IT Office.

IV. TERMS AND CONDITIONS:

1. **Delivery Period-** Service shall be delivered within thirty (30) working days upon release of the Notice to Proceed and Purchase Order.
2. **Number of Units** – there are 1297 total Desktop, 291 Laptop and 882 Printers.
3. **Billing-** Twelve (12) monthly payments commencing on the date of Service Activation and Acceptance by PGH. The vendor must provide the PGH with a billing statement together with a monthly report for payment processing.
4. Absence and tardiness shall be deducted from the contract amount. Computation for Tardiness is as follows:

FORMULA:

- **Hourly Rate**
= Daily Rate / 8 hours
- **Tardiness Rate per Minute**
= Hourly Rate / 60 minutes

V. GENERAL CONTRACT CONDITIONS:

In addition to relevant provisions of RA 9184, the following shall be considered additional contract conditions:

1. Contract Documents

The complete contract between the Contractor and the PGH includes the following documents as applicable: the advertisement for bids, the complete Request for Proposal (or this Terms of Reference), the bid of the Contractor and its acceptance by the PGH, the Contractor's Bid Bond, the contract and all amendments thereto. Any of these documents shall be interpreted to include all provisions of other documents as though fully set forth therein.



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cost, delivery requirements, vendor service capabilities, warranties, the vendor's financial stability, the vendor's acceptance of the PGH terms and conditions, the qualifications and experience of the bidder and its employees, and any other relevant factors that should be considered.

7. Confidentiality

Provider agrees that it is absolutely prohibited to disclose, release, sell information, or allow other parties to obtain a copy of any data from the system for any purpose other than that permitted or as required by law.

8. Data Ownership

Provider agrees that all the Client's data that are in Provider's care or custody are rightfully owned by the Client even after the termination of this Agreement. Upon termination or expiration of the Agreement, Provider shall turn over all data to the Client and destroy and not retain any copy thereof.

Requested by:

ARNEL P. DISTOR

Chief

Information Technology Office

Approved by:

GERARDO D. LEGASPI, MD

Director