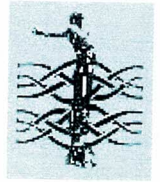




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TERMS OF REFERENCE FOR THE PREVENTIVE MAINTENANCE ON DESKTOPS AND LAPTOPS UNIVERSITY OF THE PHILIPPINES MANILA

I. Objective

The Information Management Services is looking for a possible contractor to conduct a monthly Preventive Maintenance Service for the whole University (Including Administrative Offices). This is to clean the external and internal parts of a PC or laptop setup, troubleshoot or diagnose any potential faults, and update the software and drivers in order to lessen the issue with the unit.

II. Scope of Work

Preventive maintenance of desktop computers and laptops

A. Cleaning of Desktops and Laptops

- a. Cleaning of Screen/Monitor.
- b. Cleaning of Keyboard and Mouse
- c. Cleaning the CPU and Laptop internally and externally
- d. Cleaning the external of UPS/AVR

B. Diagnosis of the Unit

- a. Diagnose Keyboard, Mouse, and Trackpad
- b. Diagnose Internet connection (Wired and Wireless)
- c. Diagnose USB ports
- d. Diagnose LAN ports

C. Checking the Status and Security

- a. Secure login is present and working
- b. Firewall is enabled and working
- c. Operating System and Antivirus are up to date
- d. Removing potential Malware apps
- e. Checking if the Operating System is Functional



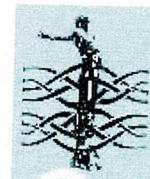
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III. Deliverables/Expected Outputs

The Contractor is expected to submit a full written report about the result of the Preventive Maintenance that was conducted. It must contain the following information:

1. A picture documentation before and after cleaning the unit.
2. Inventory/Audit
3. Findings while troubleshooting the units.
4. Workarounds or troubleshooting done for repairable issues.
5. Recommendations and remarks.

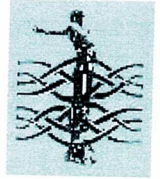
IV. Scheduling

The schedule of preventive maintenance shall be as follows: *(tentative dates)*

Offices/College	Schedule	Number of months
NEDA	Jan - Feb	2 months
CAD	Mar - Apr	2 months
CAS	May - June	1 month
CM	June - July	1 month
NIH	July - Aug	1 month
CPH	Aug - Sept	1 month
CP	Sept - Oct	1 month
CN	Oct - Nov	1 month
CD	Nov- Dec	1 month
Total:		12 months



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Below is a sample scheduling table that will serve as a logbook when conducting a PMS.

Preventive Maintenance Service on NEDA for the month(s) of Jan - Feb					
Office/Rm no#		Date		No. of PC/Lapto p Serviced	Remarks
		Started	Finished		
1	IMS				
2	OUR				
3	CASH				
4	LRC				
5	NTTCHP				
6	PO				
7	NGOHS				
8	SPMO				
9	OSA				
10	TTBDO				
11	DRRM				
12	ILC				
13	COA				

(Note: This is merely a sample, and future versions may differ.)

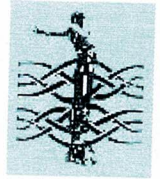
V. Estimated Costs and Duration of Contract

A Preventive Maintenance Service is anticipated to cost **Php 500 per unit**. Given that the contractors' bids will depend on the **location, number, and state of the units**.

Payment will be made in full after the submission of the deliverables. The contractor can start after the Purchase Order has been received by the contractor



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Vi. Selection of Contractor

The Contractor should have the necessary eligibility, experience and expertise in providing the ICT Preventive Maintenance:

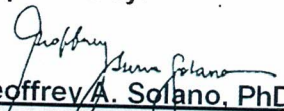
A. Eligibility Requirements:

- a. Valid Mayor's Permit
- b. Valid PhilGEPS Registration
- c. Income/Business Tax Return
- d. Omnibus Sworn Statement

B. Personnels have the following qualifications:

- a. Can perform expertly and high-quality preventative maintenance service on an anticipated 1000+ units inside UP Manila.
- b. Have in-depth technical knowledge about computer hardware.
- c. Well-versed with different operating systems (particularly MS Windows 10 or lower system utilities; Mac OS; Ubuntu OS and office automation tools; MS Office; Outlook; McAfee Endpoint Protection);
- d. Must have working knowledge on active and passive electronic components; and
- e. Have working knowledge on computer networking (TCP/IP, Gateway, DNS, internet configuration, etc.).

Approved by:


Geoffrey A. Solano, PhD
Director, IMS



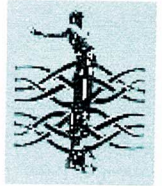
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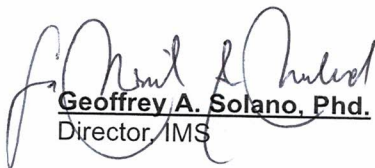
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Preventive Maintenance for Desktop/ Laptop Locations

Locations	
Units	Total
CAD	237
CAMP	71
CM	91
CN	61
CP	201
CPH	281
NIH	37
NTTCHP	7
UL	14
TOTAL:	1000


Geoffrey A. Solano, Phd.
Director, IMS