



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

“PHIC-Accredited Health Care Provider”

Date: **April 27, 2021**
Reqn. No.: **PUR21-04-0399**
PUR21-04-0400
CRD

VENDOR REQUIREMENTS:

1. Certification of authorized Distributorship/Dealership.
2. Delivery period- 30 calendar days upon receipt of Notice of Award (NOA) and/or Notice to Proceed (NTP) and /or Purchase Order. (P.O.)
3. Warranty Period - 1 year on parts and labor services;
4. Must provide Manufacturer's and Vendor's warranty statements.
5. 24x7 Help Desk and Technical Support – Provide maintenance and support for the duration of the contract based on the following Service Level Agreement.

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.

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/or provide a work around within 10 calendar days of notification of the problem, with a permanent solution within an agreed timeframe.

Kindly submit it to Purchasing Office, 2nd flr PGH Bldg. Taft Ave., Manila or email at crdiaz@up.edu.ph not later than 4:30 PM on **04 May 2021**. For any inquiries pls email crdiaz@up.edu.ph or 8554-8400 loc 3022 and look for Cheryl Diaz.

OTHER TERMS AND CONDITIONS:

1. The Awardee/Supplier shall get the Purchase Order (P.O.) Work Order (W.O.)/Job Order (J.O) from U.P. Manila-PGH **within seven (7) working days** from notification through confirmed fax/telephone call that the P.O./W.O./ J.O. is ready for pick up by the Supplier. Despite the failure of the Supplier to pick-up the corresponding P.O./W.O./J.O. Within the given period from notification, it shall be valid to impose the penalty for failure to deliver the items within the

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