

Government of the Republic of the Philippines
Department of Science and Technology
Advanced Science and Technology Institute

PHILIPPINE BIDDING DOCUMENTS

**Procurement of
GOODS**

Supply and Delivery of One (1) Lot Network Router

**Sixth Edition
July 2020**

Preface

These Philippine Bidding Documents (PBDs) for the procurement of Goods through Competitive Bidding have been prepared by the Government of the Philippines for use by any branch, constitutional commission or office, agency, department, bureau, office, or instrumentality of the Government of the Philippines, National Government Agencies, including Government-Owned and/or Controlled Corporations, Government Financing Institutions, State Universities and Colleges, and Local Government Unit. The procedures and practices presented in this document have been developed through broad experience and are for mandatory use in projects that are financed in whole or in part by the Government of the Philippines or any foreign government/foreign or international financing institution in accordance with the provisions of the 2016 revised Implementing Rules and Regulations of Republic Act No. 9184.

The Bidding Documents shall clearly and adequately define, among others: (i) the objectives, scope, and expected outputs and/or results of the proposed contract or Framework Agreement, as the case may be; (ii) the eligibility requirements of Bidders; (iii) the expected contract or Framework Agreement duration, the estimated quantity in the case of procurement of goods, delivery schedule and/or time frame; and (iv) the obligations, duties, and/or functions of the winning bidder.

Care should be taken to check the relevance of the provisions of the PBDs against the requirements of the specific Goods to be procured. If duplication of a subject is inevitable in other sections of the document prepared by the Procuring Entity, care must be exercised to avoid contradictions between clauses dealing with the same matter.

Moreover, each section is prepared with notes intended only as information for the Procuring Entity or the person drafting the Bidding Documents. They shall not be included in the final documents. The following general directions should be observed when using the documents:

- a. All the documents listed in the Table of Contents are normally required for the procurement of Goods. However, they should be adapted as necessary to the circumstances of the particular Procurement Project.
- b. Specific details, such as the “*name of the Procuring Entity*” and “*address for bid submission*,” should be furnished in the Instructions to Bidders, Bid Data Sheet, and Special Conditions of Contract. The final documents should contain neither blank spaces nor options.
- c. This Preface and the footnotes or notes in italics included in the Invitation to Bid, Bid Data Sheet, General Conditions of Contract, Special Conditions of Contract, Schedule of Requirements, and Specifications are not part of the text of the final document, although they contain instructions that the Procuring Entity should strictly follow.

- d. The cover should be modified as required to identify the Bidding Documents as to the Procurement Project, Project Identification Number, and Procuring Entity, in addition to the date of issue.
- e. Modifications for specific Procurement Project details should be provided in the Special Conditions of Contract as amendments to the Conditions of Contract. For easy completion, whenever reference has to be made to specific clauses in the Bid Data Sheet or Special Conditions of Contract, these terms shall be printed in bold typeface on Sections I (Instructions to Bidders) and III (General Conditions of Contract), respectively.
- f. For guidelines on the use of Bidding Forms and the procurement of Foreign-Assisted Projects, these will be covered by a separate issuance of the Government Procurement Policy Board.

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Glossary of Acronyms, Terms, and Abbreviations

ABC – Approved Budget for the Contract.

BAC – Bids and Awards Committee.

Bid – A signed offer or proposal to undertake a contract submitted by a bidder in response to and in consonance with the requirements of the bidding documents. Also referred to as *Proposal* and *Tender*. (2016 revised IRR, Section 5[c])

Bidder – Refers to a contractor, manufacturer, supplier, distributor and/or consultant who submits a bid in response to the requirements of the Bidding Documents. (2016 revised IRR, Section 5[d])

Bidding Documents – The documents issued by the Procuring Entity as the bases for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Goods, Infrastructure Projects, and/or Consulting Services required by the Procuring Entity. (2016 revised IRR, Section 5[e])

BIR – Bureau of Internal Revenue.

BSP – Bangko Sentral ng Pilipinas.

Consulting Services – Refer to services for Infrastructure Projects and other types of projects or activities of the GOP requiring adequate external technical and professional expertise that are beyond the capability and/or capacity of the GOP to undertake such as, but not limited to: (i) advisory and review services; (ii) pre-investment or feasibility studies; (iii) design; (iv) construction supervision; (v) management and related services; and (vi) other technical services or special studies. (2016 revised IRR, Section 5[i])

CDA - Cooperative Development Authority.

Contract – Refers to the agreement entered into between the Procuring Entity and the Supplier or Manufacturer or Distributor or Service Provider for procurement of Goods and Services; Contractor for Procurement of Infrastructure Projects; or Consultant or Consulting Firm for Procurement of Consulting Services; as the case may be, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

CIF – Cost Insurance and Freight.

CIP – Carriage and Insurance Paid.

CPI – Consumer Price Index.

DDP – Refers to the quoted price of the Goods, which means “delivered duty paid.”

DTI – Department of Trade and Industry.

EXW – Ex works.

FCA – “Free Carrier” shipping point.

FOB – “Free on Board” shipping point.

Foreign-funded Procurement or Foreign-Assisted Project– Refers to procurement whose funding source is from a foreign government, foreign or international financing institution as specified in the Treaty or International or Executive Agreement. (2016 revised IRR, Section 5[b]).

Framework Agreement – Refers to a written agreement between a procuring entity and a supplier or service provider that identifies the terms and conditions, under which specific purchases, otherwise known as “Call-Offs,” are made for the duration of the agreement. It is in the nature of an option contract between the procuring entity and the bidder(s) granting the procuring entity the option to either place an order for any of the goods or services identified in the Framework Agreement List or not buy at all, within a minimum period of one (1) year to a maximum period of three (3) years. (GPPB Resolution No. 27-2019)

GFI – Government Financial Institution.

GOCC – Government-owned and/or –controlled corporation.

Goods – Refer to all items, supplies, materials and general support services, except Consulting Services and Infrastructure Projects, which may be needed in the transaction of public businesses or in the pursuit of any government undertaking, project or activity, whether in the nature of equipment, furniture, stationery, materials for construction, or personal property of any kind, including non-personal or contractual services such as the repair and maintenance of equipment and furniture, as well as trucking, hauling, janitorial, security, and related or analogous services, as well as procurement of materials and supplies provided by the Procuring Entity for such services. The term “related” or “analogous services” shall include, but is not limited to, lease or purchase of office space, media advertisements, health maintenance services, and other services essential to the operation of the Procuring Entity. (2016 revised IRR, Section 5[r])

GOP – Government of the Philippines.

GPPB – Government Procurement Policy Board.

INCOTERMS – International Commercial Terms.

Infrastructure Projects – Include the construction, improvement, rehabilitation, demolition, repair, restoration or maintenance of roads and bridges, railways, airports, seaports, communication facilities, civil works components of information technology projects, irrigation, flood control and drainage, water supply, sanitation, sewerage and solid waste management systems, shore protection, energy/power and electrification facilities, national

buildings, school buildings, hospital buildings, and other related construction projects of the government. Also referred to as *civil works or works*. (2016 revised IRR, Section 5[u])

LGUs – Local Government Units.

NFCC – Net Financial Contracting Capacity.

NGA – National Government Agency.

PhilGEPS - Philippine Government Electronic Procurement System.

Procurement Project – refers to a specific or identified procurement covering goods, infrastructure project or consulting services. A Procurement Project shall be described, detailed, and scheduled in the Project Procurement Management Plan prepared by the agency which shall be consolidated in the procuring entity's Annual Procurement Plan. (GPPB Circular No. 06-2019 dated 17 July 2019)

PSA – Philippine Statistics Authority.

SEC – Securities and Exchange Commission.

SLCC – Single Largest Completed Contract.

Supplier – refers to a citizen, or any corporate body or commercial company duly organized and registered under the laws where it is established, habitually established in business and engaged in the manufacture or sale of the merchandise or performance of the general services covered by his bid. (Item 3.8 of GPPB Resolution No. 13-2019, dated 23 May 2019). Supplier as used in these Bidding Documents may likewise refer to a distributor, manufacturer, contractor, or consultant.

UN – United Nations.

Section I. Invitation to Bid



INVITATION TO BID FOR SUPPLY AND DELIVERY OF ONE (1) LOT NETWORK ROUTER

1. The Government of the Philippines (GOP), through the *Department of Science and Technology (DOST) – Advanced Science and Technology Institute (ASTI), General Appropriations Act for FY 2022* intend to apply the sum of *Four Million Four Hundred Forty-Three Thousand Seven Hundred Sixty-Nine Pesos Only (₱4,443,769.00)* being the ABC to payments under the contract for the *Supply and Delivery of One (1) Lot Network Router*. Bids received in excess of the ABC shall be automatically rejected at bid opening.
2. The *DOST-ASTI* now invites bids for the above Procurement Project. Delivery of the Goods is required *as specified in Section VI. Schedule of Requirements*. Bidders should have completed, within *three (3) years, specifically, from 23 May 2019 to 22 May 2022* from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II (Instructions to Bidders).
3. Bidding will be conducted through open competitive bidding procedures using a non-discretionary “*pass/fail*” criterion as specified in the 2016 revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.

Bidding is open to all interested bidders, whether local or foreign, subject to the conditions for eligibility provided in the 2016 revised IRR of RA No. 9184.
4. Prospective Bidders may obtain further information from *DOST-ASTI* and inspect the Bidding Documents at the address given below during *8:00 AM to 5:00 PM*.
5. A complete set of Bidding Documents may be acquired by interested Bidders on *03 May 2022* from the given address and website(s) below and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of *Five Thousand Pesos Only (₱5,000.00)*. The Procuring Entity shall allow the bidder to present its proof of payment for the fees *in person or through electronic means*.
6. The *DOST-ASTI* will hold a Pre-Bid Conference on *11 May 2022, 09:00 AM* through videoconferencing/webcasting *via Microsoft Teams [https://bit.ly/3KILQn9]*, which shall be open to prospective bidders.
7. Bids must be duly received by the BAC Secretariat through *manual submission* at the office address indicated below on or before *23 May 2022, 9:00 AM*. Late bids shall not be accepted.

8. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB** Clause 14.
9. Bid opening shall be on **23 May 2022, 09:30 AM** at the given address below and/or via videoconferencing/webcasting *via Microsoft Teams* [<https://bit.ly/3KjXxdS>]. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.
10. The **DOST-ASTI** reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Sections 35.6 and 41 of the 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders.
11. For further information, please refer to:

Ms. KATHERINE BABARAN-RAMOS

Head, Secretariat

Bids and Awards Committee (BAC)

c/o Procurement Management Section

Finance and Administration Division

Advanced Science and Technology Institute

G/F DOST-ASTI Bldg., C.P. Garcia Ave., U.P. Campus

Diliman, Quezon City 1101

Email: bac-sec@asti.dost.gov.ph

Tel. No.: +63 2 8249-8500 loc. 1206/1212

www.asti.dost.gov.ph

12. You may visit the following websites:

For downloading of Bidding Documents:

<https://asti.dost.gov.ph/>

<https://notices.philgeps.gov.ph/>

03 May 2022

Date of Issue

BAYANI BENJAMIN R. LARA

Chairperson, BAC

Section II. Instructions to Bidders

1. Scope of Bid

The Procuring Entity, *DOST-ASTI* wishes to receive Bids for the *Supply and Delivery of One (1) Lot Network Router*, with identification number *Invitation to Bid No. 22-04-3813 dd. 25 April 2022*.

The Procurement Project (referred to herein as “Project”) is composed of *one (1) item/lot*, the details of which are described in Section VII (Technical Specifications).

2. Funding Information

2.1. The GOP through the source of funding as indicated below for *Fiscal Year 2022* in the amount of *Four Million Four Hundred Forty-Three Thousand Seven Hundred Sixty-Nine Pesos Only (₱4,443,769.00)*.

2.2. The source of funding is *General Appropriations Act*.

3. Bidding Requirements

The Bidding for the Project shall be governed by all the provisions of RA No. 9184 and its 2016 revised IRR, including its Generic Procurement Manuals and associated policies, rules and regulations as the primary source thereof, while the herein clauses shall serve as the secondary source thereof.

Any amendments made to the IRR and other GPPB issuances shall be applicable only to the ongoing posting, advertisement, or **IB** by the BAC through the issuance of a supplemental or bid bulletin.

The Bidder, by the act of submitting its Bid, shall be deemed to have verified and accepted the general requirements of this Project, including other factors that may affect the cost, duration and execution or implementation of the contract, project, or work and examine all instructions, forms, terms, and project requirements in the Bidding Documents.

4. Corrupt, Fraudulent, Collusive, and Coercive Practices

The Procuring Entity, as well as the Bidders and Suppliers, shall observe the highest standard of ethics during the procurement and execution of the contract. They or through an agent shall not engage in corrupt, fraudulent, collusive, coercive, and obstructive practices defined under Annex “I” of the 2016 revised IRR of RA No. 9184 or other integrity violations in competing for the Project.

5. Eligible Bidders

5.1. Only Bids of Bidders found to be legally, technically, and financially capable will be evaluated.

5.2. Foreign ownership exceeding those allowed under the rules may participate pursuant to:

- a. When a Treaty or International or Executive Agreement as provided in Section 4 of the RA No. 9184 and its 2016 revised IRR allow foreign bidders to participate;
 - b. Citizens, corporations, or associations of a country, included in the list issued by the GPPB, the laws or regulations of which grant reciprocal rights or privileges to citizens, corporations, or associations of the Philippines;
 - c. When the Goods sought to be procured are not available from local suppliers; or
 - d. When there is a need to prevent situations that defeat competition or restrain trade.
- 5.3. Pursuant to Section 23.4.1.3 of the 2016 revised IRR of RA No.9184, the Bidder shall have an SLCC that is at least one (1) contract similar to the Project the value of which, adjusted to current prices using the PSA's CPI, must be at least equivalent to:
- a. For the procurement of Non-expendable Supplies and Services: The Bidder must have completed a single contract that is similar to this Project, equivalent to at least fifty percent (50%) of the ABC.
 - b. For the procurement of Expendable Supplies: The Bidder must have completed a single contract that is similar to this Project, equivalent to at least twenty-five percent (25%) of the ABC.
 - c. For procurement where the Procuring Entity has determined, after the conduct of market research, that imposition of either (a) or (b) will likely result to failure of bidding or monopoly that will defeat the purpose of public bidding: the Bidder should comply with the following requirements:
 - i. Completed at least two (2) similar contracts, the aggregate amount of which should be equivalent to at least *fifty percent (50%) in the case of non-expendable supplies and services or twenty-five percent (25%) in the case of expendable supplies* of the ABC for this Project; and
 - ii. The largest of these similar contracts must be equivalent to at least half of the percentage of the ABC as required above.
- 5.4. The Bidders shall comply with the eligibility criteria under Section 23.4.1 of the 2016 IRR of RA No. 9184.

6. Origin of Goods

There is no restriction on the origin of goods other than those prohibited by a decision of the UN Security Council taken under Chapter VII of the Charter of the UN, subject to Domestic Preference requirements under **ITB** Clause 18.

7. Subcontracts

- 7.1. The Bidder may subcontract portions of the Project to the extent allowed by the Procuring Entity as stated herein, but in no case more than twenty percent (20%) of the Project.

The Procuring Entity has prescribed that subcontracting is not allowed.

8. Pre-Bid Conference

The Procuring Entity will hold a pre-bid conference for this Project on the specified date and time through videoconferencing/webcasting as indicated in paragraph 6 of the **IB**.

9. Clarification and Amendment of Bidding Documents

Prospective bidders may request for clarification on and/or interpretation of any part of the Bidding Documents. Such requests must be in writing and received by the Procuring Entity, either at its given address or through electronic mail indicated in the **IB**, at least ten (10) calendar days before the deadline set for the submission and receipt of Bids.

10. Documents comprising the Bid: Eligibility and Technical Components

- 10.1. The first envelope shall contain the eligibility and technical documents of the Bid as specified in **Section VIII (Checklist of Technical and Financial Documents)**.
- 10.2. The Bidder's SLCC as indicated in **ITB** Clause 5.3 should have been completed within *three (3) years, specifically, from 23 May 2019 to 22 May 2022* prior to the deadline for the submission and receipt of bids.
- 10.3. If the eligibility requirements or statements, the bids, and all other documents for submission to the BAC are in foreign language other than English, it must be accompanied by a translation in English, which shall be authenticated by the appropriate Philippine foreign service establishment, post, or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines. Similar to the required authentication above, for Contracting Parties to the Apostille Convention, only the translated documents shall be authenticated through an apostille pursuant to GPPB Resolution No. 13-2019 dated 23 May 2019. The English translation shall govern, for purposes of interpretation of the bid.

11. Documents comprising the Bid: Financial Component

- 11.1. The second bid envelope shall contain the financial documents for the Bid as specified in **Section VIII (Checklist of Technical and Financial Documents)**.

- 11.2. If the Bidder claims preference as a Domestic Bidder or Domestic Entity, a certification issued by DTI shall be provided by the Bidder in accordance with Section 43.1.3 of the 2016 revised IRR of RA No. 9184.
- 11.3. Any bid exceeding the ABC indicated in paragraph 1 of the **IB** shall not be accepted.
- 11.4. For Foreign-funded Procurement, a ceiling may be applied to bid prices provided the conditions are met under Section 31.2 of the 2016 revised IRR of RA No. 9184.

12. Bid Prices

- 12.1. Prices indicated on the Price Schedule shall be entered separately in the following manner:
 - a. For Goods offered from within the Procuring Entity's country:
 - i. The price of the Goods quoted EXW (ex-works, ex-factory, ex-warehouse, ex-showroom, or off-the-shelf, as applicable);
 - ii. The cost of all customs duties and sales and other taxes already paid or payable;
 - iii. The cost of transportation, insurance, and other costs incidental to delivery of the Goods to their final destination; and
 - iv. The price of other (incidental) services, if any, listed in the **BDS**.
 - b. For Goods offered from abroad:
 - i. Unless otherwise stated in the **BDS**, the price of the Goods shall be quoted delivered duty paid (DDP) with the place of destination in the Philippines as specified in the **BDS**. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible country. Similarly, the Bidder may obtain insurance services from any eligible source country.
 - ii. The price of other (incidental) services, if any, as listed in the **BDS**.

13. Bid and Payment Currencies

- 13.1. For Goods that the Bidder will supply from outside the Philippines, the bid prices may be quoted in the local currency or tradeable currency accepted by the BSP at the discretion of the Bidder. However, for purposes of bid evaluation, Bids denominated in foreign currencies, shall be converted to Philippine currency based on the exchange rate as published in the BSP reference rate bulletin on the day of the bid opening.
- 13.2. Payment of the contract price shall be made in Philippine Pesos.

14. Bid Security

- 14.1. The Bidder shall submit a Bid Securing Declaration or any form of Bid Security in the amount indicated in the **BDS**, which shall be not less than the percentage of the ABC in accordance with the schedule in the **BDS**.
- 14.2. The Bid and bid security shall be valid *one hundred twenty (120) calendar days from the date of opening of bids*. Any Bid not accompanied by an acceptable bid security shall be rejected by the Procuring Entity as non-responsive.

15. Sealing and Marking of Bids

Each Bidder shall submit one copy of the first and second components of its Bid.

The Procuring Entity may request additional hard copies and/or electronic copies of the Bid. However, failure of the Bidders to comply with the said request shall not be a ground for disqualification.

If the Procuring Entity allows the submission of bids through online submission or any other electronic means, the Bidder shall submit an electronic copy of its Bid, which must be digitally signed. An electronic copy that cannot be opened or is corrupted shall be considered non-responsive and, thus, automatically disqualified.

16. Deadline for Submission of Bids

- 16.1. The Bidders shall submit on the specified date and time and either at its physical address or through online submission as indicated in paragraph 7 of the **IB**.

17. Opening and Preliminary Examination of Bids

- 17.1. The BAC shall open the Bids in public at the time, on the date, and at the place specified in paragraph 9 of the **IB**. The Bidders' representatives who are present shall sign a register evidencing their attendance. In case videoconferencing, webcasting or other similar technologies will be used, attendance of participants shall likewise be recorded by the BAC Secretariat.

In case the Bids cannot be opened as scheduled due to justifiable reasons, the rescheduling requirements under Section 29 of the 2016 revised IRR of RA No. 9184 shall prevail.

- 17.2. The preliminary examination of bids shall be governed by Section 30 of the 2016 revised IRR of RA No. 9184.

18. Domestic Preference

- 18.1. The Procuring Entity will grant a margin of preference for the purpose of comparison of Bids in accordance with Section 43.1.2 of the 2016 revised IRR of RA No. 9184.

19. Detailed Evaluation and Comparison of Bids

- 19.1. The Procuring Entity's BAC shall immediately conduct a detailed evaluation of all Bids rated "*passed*," using non-discretionary pass/fail criteria. The BAC shall consider the conditions in the evaluation of Bids under Section 32.2 of the 2016 revised IRR of RA No. 9184.
- 19.2. If the Project allows partial bids, bidders may submit a proposal on any of the lots or items, and evaluation will be undertaken on a per lot or item basis, as the case may be. In this case, the Bid Security as required by **ITB** Clause 14 shall be submitted for each lot or item separately.
- 19.3. The descriptions of the lots or items shall be indicated in **Section VII (Technical Specifications)**, although the ABCs of these lots or items are indicated in the **BDS** for purposes of the NFCC computation pursuant to Section 23.4.2.6 of the 2016 revised IRR of RA No. 9184. The NFCC must be sufficient for the total of the ABCs for all the lots or items participated in by the prospective Bidder.
- 19.4. The Project shall be awarded as follows one Project having several items, which shall be awarded as separate contracts per item.
- 19.5. Except for bidders submitting a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation, all Bids must include the NFCC computation pursuant to Section 23.4.1.4 of the 2016 revised IRR of RA No. 9184, which must be sufficient for the total of the ABCs for all the lots or items participated in by the prospective Bidder. For bidders submitting the committed Line of Credit, it must be at least equal to ten percent (10%) of the ABCs for all the lots or items participated in by the prospective Bidder.

20. Post-Qualification

- 20.1. Within a non-extendible period of five (5) calendar days from receipt by the Bidder of the notice from the BAC that it submitted the Lowest Calculated Bid, the Bidder shall submit its latest income and business tax returns filed and paid through the BIR Electronic Filing and Payment System (eFPS) and other appropriate licenses and permits required by law and stated in the **BDS**.

21. Signing of the Contract

- 21.1. The documents required in Section 37.2 of the 2016 revised IRR of RA No. 9184 shall form part of the Contract. Additional Contract documents are indicated in the **BDS**.

Section III. Bid Data Sheet

Bid Data Sheet

ITB Clause													
5.3	<p>For this purpose, contracts similar to the Project shall be:</p> <p>a. <i>Supply and Delivery of Routers and Servers.</i></p> <p>b. completed within <i>three (3) years, specifically, from 23 May 2019 to 22 May 2022</i> prior to the deadline for the submission and receipt of bids.</p>												
7.1	<i>No further instructions.</i>												
12	The price of the Goods shall be quoted DDP <i>DOST-ASTI, CP Garcia Ave., UP Technopark, UP Campus, Diliman, Quezon City 1101</i> or the applicable International Commercial Terms (INCOTERMS) for this Project.												
14.1	<p>The bid security shall be in the form of a Bid Securing Declaration, or any of the following forms and amounts:</p> <p>a. The amount of not less than <i>Eighty-Eight Thousand Eight Hundred Seventy-Five Pesos & 38/100 Only (₱88,875.38)</i> for the total ABC, if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit.</p> <p>b. The amount of not less than <i>Two Hundred Twenty-Two Thousand One Hundred Eighty-Eight Pesos & 45/100 Only (₱222,188.45)</i>, if bid security is in Surety Bond.</p>												
19.3	<p><i>The project will be awarded by item/lot, as follows:</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Item No.</th> <th style="text-align: center;">Item Description</th> <th style="text-align: center;">Qty.</th> <th style="text-align: center;">Unit</th> <th style="text-align: center;">Unit Cost (₱)</th> <th style="text-align: center;">Total Amount/ABC (₱)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Network Router</td> <td style="text-align: center;">1</td> <td style="text-align: center;">Lot</td> <td style="text-align: right;">4,443,769.00</td> <td style="text-align: right;">4,443,769.00</td> </tr> </tbody> </table>	Item No.	Item Description	Qty.	Unit	Unit Cost (₱)	Total Amount/ABC (₱)	1	Network Router	1	Lot	4,443,769.00	4,443,769.00
Item No.	Item Description	Qty.	Unit	Unit Cost (₱)	Total Amount/ABC (₱)								
1	Network Router	1	Lot	4,443,769.00	4,443,769.00								
20.2	<i>No further instructions.</i>												
21.2	<p><i>Additional contract documents relevant to the Project that may be required by existing laws and/or the Procuring Entity:</i></p> <p>a. <i>Proof of Authority of the Bidder's authorized representative/s, i.e., Secretary's Certificate or Special Power of Attorney;</i></p> <p>b. <i>Proof of Offers for manufacturer's supplied items containing all the technical information about the product, i.e., product brochures, unamended product literature, etc.;</i></p> <p>c. <i>Authorized Reseller/Dealer Certificate from the distributor/manufacturer indicating that the bidder is authorized reseller/dealer of the brand;</i></p> <p>d. <i>The manufacturer of the equipment must possess ISO certification (or any equivalent certification) that guarantees that their production process is governed by quality measurement practices. The bidder must</i></p>												

	<p><i>submit documentary proof of ISO certification of the offered brands issued by accredited registrars or any equivalent certification body;</i></p> <ul style="list-style-type: none"><i>e. Proof of Warranty; and</i><i>f. Service Level Agreement (pro-forma provided for under Section VIII. Checklist of Technical and Financial Documents).</i>
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Section IV. General Conditions of Contract

1. Scope of Contract

This Contract shall include all such items, although not specifically mentioned, that can be reasonably inferred as being required for its completion as if such items were expressly mentioned herein. All the provisions of RA No. 9184 and its 2016 revised IRR, including the Generic Procurement Manual, and associated issuances, constitute the primary source for the terms and conditions of the Contract, and thus, applicable in contract implementation. Herein clauses shall serve as the secondary source for the terms and conditions of the Contract.

This is without prejudice to Sections 74.1 and 74.2 of the 2016 revised IRR of RA No. 9184 allowing the GPPB to amend the IRR, which shall be applied to all procurement activities, the advertisement, posting, or invitation of which were issued after the effectivity of the said amendment.

Additional requirements for the completion of this Contract shall be provided in the **Special Conditions of Contract (SCC)**.

2. Advance Payment and Terms of Payment

2.1. Advance payment of the contract amount is provided under Annex “D” of the revised 2016 IRR of RA No. 9184.

2.2. The Procuring Entity is allowed to determine the terms of payment on the partial or staggered delivery of the Goods procured, provided such partial payment shall correspond to the value of the goods delivered and accepted in accordance with prevailing accounting and auditing rules and regulations. The terms of payment are indicated in the **SCC**.

3. Performance Security

Within ten (10) calendar days from receipt of the Notice of Award by the Bidder from the Procuring Entity but in no case later than the signing of the Contract by both parties, the successful Bidder shall furnish the performance security in any of the forms prescribed in Section 39 of the 2016 revised IRR of RA No. 9184.

4. Inspection and Tests

The Procuring Entity or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Project specifications at no extra cost to the Procuring Entity in accordance with the Generic Procurement Manual. In addition to tests in the **SCC, Section VII (Technical Specifications)** shall specify what inspections and/or tests the Procuring Entity requires, and where they are to be conducted. The Procuring Entity shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

All reasonable facilities and assistance for the inspection and testing of Goods, including access to drawings and production data, shall be provided by the Supplier to the authorized inspectors at no charge to the Procuring Entity.

5. Warranty

- 5.1 In order to assure that manufacturing defects shall be corrected by the Supplier, a warranty shall be required from the Supplier as provided under Section 62.1 of the 2016 revised IRR of RA No. 9184.
- 5.2 The Procuring Entity shall promptly notify the Supplier in writing of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall, repair or replace the defective Goods or parts thereof without cost to the Procuring Entity, pursuant to the Generic Procurement Manual.

6. Liability of the Supplier

The Supplier's liability under this Contract shall be as provided by the laws of the Republic of the Philippines.

If the Supplier is a joint venture, all partners to the joint venture shall be jointly and severally liable to the Procuring Entity.

Section V. Special Conditions of Contract

Special Conditions of Contract

GCC Clause	
1	<p>Delivery and Documents –</p> <p>For purposes of the Contract, “EXW,” “FOB,” “FCA,” “CIF,” “CIP,” “DDP” and other trade terms used to describe the obligations of the parties shall have the meanings assigned to them by the current edition of INCOTERMS published by the International Chamber of Commerce, Paris. The Delivery terms of this Contract shall be as follows:</p> <p>For Goods supplied from abroad, the delivery terms applicable to the Contract are DDP <i>delivered DOST-ASTI, CP Garcia Ave., UP Technopark, UP Campus, Diliman, Quezon City 1101</i>. In accordance with INCOTERMS.</p> <p>For Goods supplied from within the Philippines, the delivery terms applicable to this Contract are delivered at <i>DOST-ASTI, CP Garcia Ave., UP Technopark, UP Campus, Diliman, Quezon City 1101</i>. Risk and title will pass from the Supplier to the Procuring Entity upon receipt and final acceptance of the Goods at their final destination.</p> <p>Delivery of the Goods shall be made by the Supplier in accordance with the terms specified in Section VI (Schedule of Requirements).</p> <p>For purposes of this Clause the Procuring Entity’s Representative at the Project Site is <i>Ms. Mary Drol Dee Q. Gilla, Property and Supply Officer</i> and/or her authorized <i>Property and Supply Inspector/Investigator</i>.</p> <p>Incidental Services –</p> <p>The Supplier is required to provide all of the following services, including additional services, if any, specified in Section VI. Schedule of Requirements:</p> <ol style="list-style-type: none"> a. performance or supervision of on-site assembly and/or start-up of the supplied Goods b. furnishing of tools required for assembly and/or maintenance of the supplied Goods; c. furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods; and d. performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and e. training of the Procuring Entity’s personnel, at the Supplier’s plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied Goods.

The Contract price for the Goods shall include the prices charged by the Supplier for incidental services and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.

Spare Parts –

The Supplier is required to provide all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the Supplier:

- a. such spare parts as the Procuring Entity may elect to purchase from the Supplier, provided that this election shall not relieve the Supplier of any warranty obligations under this Contract; and
- b. in the event of termination of production of the spare parts:
 - i. advance notification to the Procuring Entity of the pending termination, in sufficient time to permit the Procuring Entity to procure needed requirements; and
 - ii. following such termination, furnishing at no cost to the Procuring Entity, the blueprints, drawings, and specifications of the spare parts, if requested.

The spare parts and other components required are listed in Section VI (Schedule of Requirements) and the cost thereof are included in the contract price.

The Supplier shall carry sufficient inventories to assure ex-stock supply of consumable spare parts or components for the Goods for a period of **nine (9) years (three times the warranty period)**.

Spare parts or components shall be supplied as promptly as possible, but in any case, within three (3) months of placing the order.

Packaging –

The Supplier shall provide such packaging of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in this Contract. The packaging shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packaging case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

The packaging, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified below, and in any subsequent instructions ordered by the Procuring Entity.

The outer packaging must be clearly marked on at least four (4) sides as follows:

Name of the Procuring Entity

Name of the Supplier

Contract Description

Final Destination

Gross weight

Any special lifting instructions

Any special handling instructions

Any relevant HAZCHEM classifications

A packaging list identifying the contents and quantities of the package is to be placed on an accessible point of the outer packaging if practical. If not practical the packaging list is to be placed inside the outer packaging but outside the secondary packaging.

Transportation –

Where the Supplier is required under Contract to deliver the Goods CIF, CIP, or DDP, transport of the Goods to the port of destination or such other named place of destination in the Philippines, as shall be specified in this Contract, shall be arranged and paid for by the Supplier, and the cost thereof shall be included in the Contract Price.

Where the Supplier is required under this Contract to transport the Goods to a specified place of destination within the Philippines, defined as the Project Site, transport to such place of destination in the Philippines, including insurance and storage, as shall be specified in this Contract, shall be arranged by the Supplier, and related costs shall be included in the contract price.

Where the Supplier is required under Contract to deliver the Goods CIF, CIP or DDP, Goods are to be transported on carriers of Philippine registry. In the event that no carrier of Philippine registry is available, Goods may be shipped by a carrier which is not of Philippine registry provided that the Supplier obtains and presents to the Procuring Entity certification to this effect from the nearest Philippine consulate to the port of dispatch. In the event that carriers of Philippine registry are available but their schedule delays the Supplier in its performance of this Contract the period from when the Goods were first ready for shipment and the actual date of shipment the period of delay will be considered force majeure.

The Procuring Entity accepts no liability for the damage of Goods during transit other than those prescribed by INCOTERMS for DDP deliveries. In the case of Goods supplied from within the Philippines or supplied by domestic Suppliers risk and title will not be deemed to have passed to the Procuring Entity until their receipt and final acceptance at the final destination.

	<p>Intellectual Property Rights – The Supplier shall indemnify the Procuring Entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof.</p>
2.2	<p><i>Partial/Progress payment is not allowed. Payments shall be made only upon a certification by the Head of the Procuring Entity or End-user Unit to the effect that the Goods have been rendered or delivered in accordance with the terms of this contract and have been duly inspected and accepted.</i></p>
4	<p>The inspections and tests will be conducted <i>as required by the End-user Unit and/or Property and Supply Section.</i></p>

Section VI. Schedule of Requirements

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

Item Number	Description	Quantity	Total	Delivered, Weeks/Months
1	Network Router	One (1) Lot	One (1) Lot	Ninety (90) calendar days upon issuance of NTP

Section VII. Technical Specifications

Technical Specifications

Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidder's statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.

ITEM NO.	SPECIFICATIONS	STATEMENT OF COMPLIANCE
1	Network Router	
	Supply and delivery of Network Router	
	1. General Statement / Background / Objectives:	
	1.1.The Advanced Science and Technology Institute (herein referred as to the “Institute”) is seeking qualified and competent bidders for the supply and delivery of network router to be use as a core router for the regional network operations segment of PREGINET.	
	1.2.The approved budget for the contract is inclusive of all applicable government taxes and services charges.	
	1.3.The technical specifications indicated herein are minimum requirements, unless otherwise specified.	
	1.4.Quantity: One Lot (1) of Network Router	
	2. Technical Specifications:	
	2.1.Hardware Specifications:	
	2.1.1. With at least eight (8) x 1/10GbE SFP-based ports	
	2.1.2. With at least two (2) x 1/10GbE dedicated high availability (HA) ports	
	2.1.3. With one (1) x 1GbE dedicated Out-of-Band (OOB) management port	
	2.1.4. With one (1) x console port	
	2.1.5. With one (1) x USB2.0 (type A) port	
	2.1.6. 64GB system memory	
	2.1.7. 240GB 1+1 RAID storage	
	2.1.8. Redundant power supplies	
	2.1.9. Supports both AC and DC power supplies	
	2.1.10. 1 RU form factor	
	2.1.11. Airflow/cooling: Front to back	
	2.2.The proposed device must support the following performance and capacity:	
	2.2.1. Throughput Performance:	
	2.2.1.1.1518B packet size firewall performance: up to 80 Gbps	

	2.2.1.2.Internet Mix (IMIX) packet size firewall performance up to 40 Gbps	
	2.2.1.3.Internet Mix (IMIX) packet size IPSEC VPN: up to 9.5 Gbps	
	2.2.1.4.44KB packet size HTTP application visibility and control: up to 55Gbps	
	2.2.1.5.44KB packet size HTTP IDP: up to 30Gbps	
	2.2.1.6.44KB packet size HTTP application FW, IPS and URL filtering: up to 19Gbps	
	2.2.2. System Capacity:	
	2.2.2.1.Routing table size: up to 2 million entries	
	2.2.2.2.Forwarding table size: up to 1 million entries	
	2.2.2.3.Concurrent sessions: up to 10,000,000	
	2.2.2.4.Connection Per Second: up to 500,000	
	2.2.2.5.Security Policies: up to 60,000	
	2.2.2.6.IPSEC VPN tunnels: up to 7,500	
	2.2.2.7.Number of remote access VPNs: up to 7,500	
	2.2.2.8.Tenant System: up to 200	
	2.3.The proposed device must support the following routing protocols:	
	2.3.1. IPv4 and IPv6 routing	
	2.3.2. Static Route	
	2.3.3. RIP v1/v2	
	2.3.4. OSPF and OSPF v3	
	2.3.5. BGP with route reflection	
	2.3.6. IS-IS	
	2.3.7. Encapsulation: ▢	
	2.3.7.1.VLAN (Virtual LAN)	
	2.3.7.2.Point-to-Point Protocol over Ethernet (PPPoE)	
	2.3.8. Virtual Router	
	2.3.9. Policy-Based Routing	
	2.3.10. Equal-Cost Multipath (ECMP)	
	2.4.The proposed device support the following advanced routing features:	
	2.4.1. MPLS LDP	
	2.4.2. MPLS RSVP	
	2.4.3. MPLS traffic engineering	
	2.4.4. MPLS fast reroute	
	2.4.5. Circuit Cross-Connect (CCC)	
	2.4.6. Translation Cross-Connect (TCC)	
	2.4.7. MPLS L2VPN	
	2.4.8. MPLS L3VPN	
	2.4.9. Virtual Private LAN Service (VPLS)	
	2.4.10. Next-Generation Multicast VPN (NG-MVPN)	
	2.4.11. Routing License must be included	
	2.5.The proposed device must support the following HA features:	
	2.5.1. Virtual Router Redundancy Protocol (VRRP)	
	2.5.1.1.Stateful High Availability / clustering	

	2.5.1.1.1. Active-Passive Cluster	
	2.5.1.1.2. Active-Active Cluster	
	2.5.1.1.3. Cluster-wide configuration synchronization	
	2.5.1.1.4. Cluster-wide firewall session synchronization	
	2.5.1.1.5. Device failure detection and failover	
	2.5.1.1.6. Interface failure detection and failover	
	2.6. Software Features and Performance:	
	2.6.1. The proposed device must support the following firewall features:	
	2.6.1.1. Stateful and stateless firewall	
	2.6.1.2. Zone-based firewall	
	2.6.1.3. Screens and Distributed Denial of Service (DDoS) protection	
	2.6.1.4. Protection from protocol and traffic anomalies	
	2.6.1.5. User role-based firewall	
	2.6.1.6. SSL inspection	
	2.6.2. The proposed device must support the following Network Address Translation (NAT) features:	
	2.6.2.1. Source NAT with Port Address Translation (PAT)	
	2.6.2.2. Bidirectional 1:1 static NAT	
	2.6.2.3. Destination NAT with PAT	
	2.6.2.4. Persistent NAT	
	2.6.2.5. IPv6 address translation	
	2.6.3. The proposed device must support the following Virtual Private Network (VPN) features:	
	2.6.3.1. Tunnels:	
	2.6.3.1.1. Site to Site, Hub and Spoke, Dynamic Endpoint, AutoVPN, ADVPN, Group VPN (IPv4/IPv6/Dual Stack)	
	2.6.3.1.2. IPSEC remote access VPN	
	2.6.3.1.3. SSL remote access VPN	
	2.6.3.2. IKE encryption algorithms:	
	2.6.3.2.1. AES-128-CBC, AES-128-GCM, AES-192-CBC, AES-256-CBC, AES-256-GCM	
	2.6.3.3. IKE authentication algorithms:	
	2.6.3.3.1. SHA-256, SHA-384, SHA-512	
	2.6.3.3.2. IPSEC: Authentication Header (AH) / Encapsulation Security Payload (ESP)	
	2.6.3.4. IPSEC authentication algorithms:	
	2.6.3.4.1. HMAC-MD5-96, HMAC-SHA1-96, HMAC-SHA-256-128, HMAC-SHA-384, HMAC-SHA-512	
	2.6.3.5. IPSEC encryption algorithms:	

	2.6.3.5.1. AES-128-CBC, AES-128-GCM, AES-102-CBC, AES-192-GCM, AES-256-CBC, AES-256-GCM	
	2.6.3.6.Authentication:	
	2.6.3.6.1. Pre-shared key	
	2.6.3.6.2. Public Key Infrastructure	
	2.6.3.7.VPN Monitor:	
	2.6.3.7.1. Dead Peer Detection	
	2.6.3.7.2. VPN Monitoring	
	2.6.3.8.VPN Types:	
	2.6.3.8.1. GRE, IPSEC, GRE over IPSEC MPLS over GRE over IPSEC, IP-IP	
	2.7.The proposed device must support the following threat defense and intelligence services:	
	2.7.1. Intrusion Detection and Prevention (IDP)	
	2.7.2. ICMP flood protection	
	2.7.3. ICMP fragment protection	
	2.7.4. Large size ICMP packet protection	
	2.7.5. IP Address Spoof	
	2.7.6. IP Address Sweep	
	2.7.7. IP record route option	
	2.7.8. Land Attack Protection	
	2.7.9. Port Scan	
	2.7.10. SYN flood protection	
	2.7.11. SYN fragment protection	
	2.7.12. SYN and FIN flags set protection	
	2.7.13. SYN-ACK-ACK proxy protection	
	2.7.14. UDP flood protection	
	2.7.15. Unknown protocol protection – ID number of 137 or greater	
	2.7.16. IDP bad IP options	
	2.7.17. IDP custom attack objects	
	2.7.18. IDP custom signature	
	2.7.19. IDP packet capture	
	2.7.20. IDP QoS enforcement	
	2.7.21. Support inline blocking	
	2.7.22. Support file blocking with unknown verdict	
	2.7.23. Support user notification	
	2.7.24. Support up to 32MB max file size	
	2.8.The proposed device must support the following layer 2 features:	
	2.8.1. MAC address learning	
	2.8.2. VLAN addressing	
	2.8.3. Integrated Routing and Bridging (IRB) / Routed VLAN Interface (RVI) support	
	2.8.4. Link Aggregation and LACP	
	2.9.Supports the following management features:	
	2.9.1. Provisioning for addition of configuration and monitoring of interface	

	2.9.2. The device must be able to support comparison of current edited configuration without system reboot (must be able to save the last 50 committed configuration, including the rollback number, date, time, and the name of the user who issued the commit configuration)	
	2.9.3. By entering a configuration command into the device, the particular feature must not be activated immediately.	
	2.9.4. The device must be able to support configuration rollback without system by entering a configuration command into the device.	
	2.9.5. The device must support temporarily activate edited configuration and the control and forwarding planes must be separated	
	2.9.6. The device must support off-box automation tools such as Python	
	2.9.7. The device must support on-box automation tools such as SLAX and XSLT	
	2.9.8. OS configuration rescue and rollback, image rollback	
	2.9.9. Wildcard-based configuration groups and inheritance model	
	2.10. Certification:	
	2.10.1. Safety:	
	2.10.1.1. CAN/CSA C22.2 No. 60950-1-07, 2nd Edition, 2014-10	
	2.10.1.2. EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013	
	2.10.1.3. EN 60825-1 Safety of Laser Products - Part 1: Equipment Classification, Requirements and User's Guide	
	2.10.1.4. EN 60825-2 Safety of Laser Products - Part 2: Safety of Optical Fiber Communication Systems	
	2.10.1.5. UL 60950-1, 2nd Edition, 2014-10-14	
	2.10.1.6. CAN/CSA C22.2 No. 62368-1-14	
	2.10.1.7. EN 62368-1: 2014+A11: 2017	
	2.10.1.8. UL 62368-1: 2014	
	2.10.1.9. IEC 62368-1:2014 (Second Edition)	
	2.10.1.10. IEC 60950-1:2005 (Second Edition); Am1:2009 + Am2:2013	
	2.10.1.11. CE	
	2.10.2. EMC	
	2.10.2.1. FCC Part 15 Class A (2007) USA Radiated Emissions	
	2.10.2.2. EN 55022 Class A (2006) European Radiated Emissions	

	2.10.2.3. VCCI Class A (2007) Japanese Radiated Emissions	
	2.10.2.4. FCC 47CFR , Part 15 Class A (2009) USA Radiated Emissions	
	2.10.2.5. BSMI Class A (Taiwan)	
	2.10.2.6. EN 300 386 V1.3.3 (2005) Telecom Network Equipment— EMC requirements	
	2.10.2.7. ICES-003 Class A	
	2.10.2.8. AS/NZS CISPR 22 Class A	
	2.10.2.9. CISPR 22 Class A	
	2.10.3. Immunity	
	2.10.3.1. EN-61000-3-2 Power Line Harmonics	
	2.10.3.2. EN-61000-3-3 Voltage Fluctuations and Flicker	
	2.10.3.3. EN-61000-4-2 ESD	
	2.10.3.4. EN-61000-4-3 Radiated Immunity	
	2.10.3.5. EN-61000-4-4 EFT	
	2.10.3.6. EN-61000-4-5 Surge	
	2.10.3.7. EN-61000-4-6 Conducted Immunity	
	2.10.3.8. EN-61000-4-11 Voltage Dips and Sags	
	2.10.3.9. EN 55024 +A1+A2 (1998) Information Technology	
	2.10.3.10. 1KV / 2KV surge required (no 4KV / DT)	
	2.10.4. ROHS	
	2.10.4.1. Reduction of Hazardous Substances (ROHS) 6	
	2.10.5. Telco	
	2.10.5.1. Common Language Equipment Identifier (CLEI) code	
	3. Accessories:	
	3.1.Manufacturer’s mounting kit	
	3.2.Two (2) C13 power cables rated for 220V	
	3.3.Documentation manual	
	4. Technical Support Service (Aftersales)	
	4.1.Service Request	
	4.1.1. End-user must be able to request technical support by phone or email or through a website	
	4.1.2. Onsite technical support may be requested for special cases or critical severity issues	
	4.2.Response Time	
	4.2.1. Technical support service must be available nine (9) hours per day. Monday to Friday (including holidays), during business hours, 9:00 AM – 6:00 PM Philippine Standard Time (UTC+8) and must respond:	
	4.2.2. Four (4) business hours, and updates every three (3) business days for critical severity issues that impact a high number of staff	

	4.2.3. Eight (8) business hours, and updates every five (5) business days for high severity issues that incur serious degradation to application performance or functionality	
	4.2.4. Twenty-Four (24) business hours, and updates by request for medium severity issues that moderately impact user operations	
	4.2.5. Forty-Eight (48) business hours, and updates by request for low priority issues such as inquiries or issues with limited impact to user operations	
	5. Other Documentary Requirements	
	5.1.1. The supplier/retailer/manufacturer of the equipment must possess ISO certification (or any equivalent certification) that guarantees that their production process is governed by quality measurement practices. The bidder must submit documentary proof of ISO certification of the offered brands issued by accredited registrars or any equivalent certification body.	
	5.1.2. The prospective bidder must supply a hardcopy certification signed by the original equipment manufacturer or its authorized Philippine distributor, authorizing the aforementioned to promote, distribute, sell, and provide post-sales technical support for the equipment	
	6. Warranty Service	
	6.1.Coverage: Three (3) years manufacturer's warranty	
	6.2.Shall also include onsite services, parts and labor	
	6.3.The obligation for warranty shall be submitted upon delivery. It shall be covered by either retention money in an amount equivalent to at least five percent (5%) of every progress payment, or a special bank guarantee equivalent to at least five percent (5%) of the total contract price.	
	7. Delivery Terms	
	7.1.Delivery of the Network Router shall be made by the Supplier within Ninety (90) calendar days upon issuance on Notice to Proceed (NTP).	
	7.2.Payment shall be processed only upon certification/acceptance by the End-User to the effect that the Network Equipment have been delivered in accordance with the terms of this contract and have been duly inspected. No payment shall be made for services not yet rendered or for Goods, supplies, and materials not yet delivered under this contract.	
	7.3.Other Delivery terms: With Seven (7) working days testing period to check for manufacturers defect before the acceptance.	

***Section VIII. Checklist of Technical and
Financial Documents***

Checklist of Technical and Financial Documents

I. TECHNICAL COMPONENT ENVELOPE

Class “A” Documents

Legal Documents

- (a) Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages) in accordance with Section 8.5.2 of the IRR;

Technical Documents

- (b) Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid; **and**
- (c) Statement of the bidder’s Single Largest Completed Contract (SLCC) similar to the contract to be bid, except under conditions provided for in Sections 23.4.1.3 and 23.4.2.4 of the 2016 revised IRR of RA No. 9184, within the relevant period as provided in the Bidding Documents; **and**
- (d) Original copy of Bid Security. If in the form of a Surety Bond, submit also a certification issued by the Insurance Commission;
- or**
- (e) Original copy of Notarized Bid Securing Declaration; **and**
- (f) Conformity with the Technical Specifications, which may include production/delivery schedule, manpower requirements, and/or after-sales/parts, if applicable; **and**
- (f) Original duly signed Omnibus Sworn Statement (OSS); **and** if applicable, Original Notarized Secretary’s Certificate in case of a corporation, partnership, or cooperative; or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder.

- (g) Additional contract documents pursuant to Clause 21.2, Section III. Bid Data Sheet, as follows:

Proof of Authority of the Bidder’s authorized representative/s, i.e., Secretary’s Certificate or Special Power of Attorney;

Proof of Offers for manufacturer’s supplied items containing all the technical information about the product, i.e., product brochures, unamended product literature, etc.;

Authorized Reseller/Dealer Certificate from the distributor/manufacturer indicating that the bidder is authorized reseller/dealer of the brand;

The manufacturer of the equipment must possess ISO certification (or any equivalent certification) that guarantees that their production process is governed by quality measurement practices. The bidder must submit documentary proof of ISO certification of the offered brands issued by accredited registrars or any equivalent certification body;

Proof of Warranty; and

Service Level Agreement.

Financial Documents

(h) The prospective bidder's computation of Net Financial Contracting Capacity (NFCC);

or

A committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.

Class "B" Documents

(i) If applicable, a duly signed joint venture agreement (JVA) in case the joint venture is already in existence;

or

duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.

Other documentary requirements under RA No. 9184 (as applicable)

(j) *[For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos]* Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.

(k) Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity.

FINANCIAL COMPONENT ENVELOPE

(a) Original of duly signed and accomplished Financial Bid Form; **and**

(b) Original of duly signed and accomplished Price Schedule(s).

Bid Form for the Procurement of Goods

[shall be submitted with the Bid]

BID FORM

Date : _____

Project Identification No. : _____

To: *[name and address of Procuring Entity]*

Having examined the Philippine Bidding Documents (PBDs) including the Supplemental or Bid Bulletin Numbers *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to *[supply/deliver/perform]* *[description of the Goods]* in conformity with the said PBDs for the sum of *[total Bid amount in words and figures]* or the total calculated bid price, as evaluated and corrected for computational errors, and other bid modifications in accordance with the Price Schedules attached herewith and made part of this Bid. The total bid price includes the cost of all taxes, such as, but not limited to: *[specify the applicable taxes, e.g. (i) value added tax (VAT), (ii) income tax, (iii) local taxes, and (iv) other fiscal levies and duties]*, which are itemized herein or in the Price Schedules,

If our Bid is accepted, we undertake:

- a. to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements of the Philippine Bidding Documents (PBDs);
- b. to provide a performance security in the form, amounts, and within the times prescribed in the PBDs;
- c. to abide by the Bid Validity Period specified in the PBDs and it shall remain binding upon us at any time before the expiration of that period.

[Insert this paragraph if Foreign-Assisted Project with the Development Partner:

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name and address Amount and Purpose of
of agent Currency Commission or gratuity

(if none, state "None")]

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the Lowest Calculated Bid or any Bid you may receive.

We certify/confirm that we comply with the eligibility requirements pursuant to the PBDs.

The undersigned is authorized to submit the bid on behalf of *[name of the bidder]* as evidenced by the attached *[state the written authority]*.

We acknowledge that failure to sign each and every page of this Bid Form, including the attached Schedule of Prices, shall be a ground for the rejection of our bid.

Name: _____

Legal capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of: _____

Date: _____

Price Schedule for Goods Offered from Abroad
[shall be submitted with the Bid if bidder is offering goods from Abroad]

For Goods Offered from Abroad

Name of Bidder _____ Project ID No. _____ Page ___ of ___

1	2	3	4	5	6	7	8	9
Item	Description	Country of origin	Quantity	Unit price CIF port of entry (specify port) or CIP named place (specify border point or place of destination)	Total CIF or CIP price per item (col. 4 x 5)	Unit Price Delivered Duty Unpaid (DDU)	Unit price Delivered Duty Paid (DDP)	Total Price delivered DDP (col 4 x 8)

Name: _____

Legal Capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of: _____

Price Schedule for Goods Offered from Within the Philippines
[shall be submitted with the Bid if bidder is offering goods from within the Philippines]

For Goods Offered from Within the Philippines

Name of Bidder _____ Project ID No. _____ Page ___ of ___

1	2	3	4	5	6	7	8	9	10
Item	Description	Country of origin	Quantity	Unit price EXW per item	Transportation and all other costs incidental to delivery, per item	Sales and other taxes payable if Contract is awarded, per item	Cost of Incidental Services, if applicable, per item	Total Price, per unit (col 5+6+7+8)	Total Price delivered Final Destination (col 9) x (col 4)

Name: _____

Legal Capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of: _____

Bid Securing Declaration Form

[shall be submitted with the Bid if bidder opts to provide this form of bid security]

REPUBLIC OF THE PHILIPPINES)
CITY OF _____) S.S.

BID SECURING DECLARATION **Project Identification No.: *[Insert number]***

To: *[Insert name and address of the Procuring Entity]*

I/We, the undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid Security, which may be in the form of a Bid Securing Declaration.
2. I/We accept that: (a) I/we will be automatically disqualified from bidding for any procurement contract with any procuring entity for a period of two (2) years upon receipt of your Blacklisting Order; and, (b) I/we will pay the applicable fine provided under Section 6 of the Guidelines on the Use of Bid Securing Declaration, within fifteen (15) days from receipt of the written demand by the procuring entity for the commission of acts resulting to the enforcement of the bid securing declaration under Sections 23.1(b), 34.2, 40.1 and 69.1, except 69.1(f), of the IRR of RA No. 9184; without prejudice to other legal action the government may undertake.
3. I/We understand that this Bid Securing Declaration shall cease to be valid on the following circumstances:
 - a. Upon expiration of the bid validity period, or any extension thereof pursuant to your request;
 - b. I am/we are declared ineligible or post-disqualified upon receipt of your notice to such effect, and (i) I/we failed to timely file a request for reconsideration or (ii) I/we filed a waiver to avail of said right; and
 - c. I am/we are declared the bidder with the Lowest Calculated Responsive Bid, and I/we have furnished the performance security and signed the Contract.

IN WITNESS WHEREOF, I/We have hereunto set my/our hand/s this ____ day of *[month]* *[year]* at *[place of execution]*.

*[Insert NAME OF BIDDER OR ITS AUTHORIZED
REPRESENTATIVE]*

[Insert signatory's legal capacity]

Affiant

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]

GPPB Resolution No. 16-2020, dated 16 September 2020

Omnibus Sworn Statement (Revised)

[shall be submitted with the Bid]

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

[If a sole proprietorship:] I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

[If a partnership, corporation, cooperative, or joint venture:] I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

[If a sole proprietorship:] As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

[If a partnership, corporation, cooperative, or joint venture:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, **by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;**

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;

5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *[Select one, delete the rest:]*

[If a sole proprietorship:] The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a partnership or cooperative:] None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a corporation or joint venture:] None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
 - a. Carefully examining all of the Bidding Documents;
 - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
 - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.
10. **In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.**

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of ___, 20__ at _____, Philippines.

[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]

[Insert signatory's legal capacity]

Affiant

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]

Performance Securing Declaration (Revised)

[if used as an alternative performance security but it is not required to be submitted with the Bid, as it shall be submitted within ten (10) days after receiving the Notice of Award]

REPUBLIC OF THE PHILIPPINES)
CITY OF _____) S.S.

PERFORMANCE SECURING DECLARATION

Invitation to Bid: [Insert Reference Number indicated in the Bidding Documents]

To: [Insert name and address of the Procuring Entity]

I/We, the undersigned, declare that:

1. I/We understand that, according to your conditions, to guarantee the faithful performance by the supplier/distributor/manufacturer/contractor/consultant of its obligations under the Contract, I/we shall submit a Performance Securing Declaration within a maximum period of ten (10) calendar days from the receipt of the Notice of Award prior to the signing of the Contract.
2. I/We accept that: I/we will be automatically disqualified from bidding for any procurement contract with any procuring entity for a period of one (1) year for the first offense, or two (2) years **for the second offense**, upon receipt of your Blacklisting Order if I/We have violated my/our obligations under the Contract;
3. I/We understand that this Performance Securing Declaration shall cease to be valid upon:
 - a. issuance by the Procuring Entity of the Certificate of Final Acceptance, subject to the following conditions:
 - i. Procuring Entity has no claims filed against the contract awardee;
 - ii. It has no claims for labor and materials filed against the contractor; and
 - iii. Other terms of the contract; or
 - b. replacement by the winning bidder of the submitted PSD with a performance security in any of the prescribed forms under Section 39.2 of the 2016 revised IRR of RA No. 9184 as required by the end-user.

IN WITNESS WHEREOF, I/We have hereunto set my/our hand/s this ____ day of [month] [year] at [place of execution].

*[Insert NAME OF BIDDER OR ITS
AUTHORIZED REPRESENTATIVE]
[Insert signatory's legal capacity]
Affiant*

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]

GPPB Resolution No. 16-2020, dated 16 September 2020

Contract Agreement Form for the Procurement of Goods (Revised)

[Not required to be submitted with the Bid, but it shall be submitted within ten (10) days after receiving the Notice of Award]

CONTRACT AGREEMENT

THIS AGREEMENT made the ____ day of _____ 20____ between [name of PROCURING ENTITY] of the Philippines (hereinafter called “the Entity”) of the one part and [name of Supplier] of [city and country of Supplier] (hereinafter called “the Supplier”) of the other part;

WHEREAS, the Entity invited Bids for certain goods and ancillary services, particularly [brief description of goods and services] and has accepted a Bid by the Supplier for the supply of those goods and services in the sum of [*contract price in words and figures in specified currency*] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents as required by the 2016 revised Implementing Rules and Regulations of Republic Act No. 9184 shall be deemed to form and be read and construed as integral part of this Agreement, *viz.*:
 - i. Philippine Bidding Documents (PBDs);
 - i. Schedule of Requirements;
 - ii. Technical Specifications;
 - iii. General and Special Conditions of Contract; and
 - iv. Supplemental or Bid Bulletins, if any
 - ii. Winning bidder’s bid, including the Eligibility requirements, Technical and Financial Proposals, and all other documents or statements submitted;

Bid form, including all the documents/statements contained in the Bidder’s bidding envelopes, as annexes, and all other documents submitted (*e.g.*, Bidder’s response to request for clarifications on the bid), including corrections to the bid, if any, resulting from the Procuring Entity’s bid evaluation;
 - iii. Performance Security;
 - iv. Notice of Award of Contract; and the Bidder’s conforme thereto; and
 - v. Other contract documents that may be required by existing laws and/or the Procuring Entity concerned in the PBDs. **Winning bidder agrees that additional contract documents or information prescribed by the GPPB that are subsequently required for submission after the contract**

execution, such as the Notice to Proceed, Variation Orders, and Warranty Security, shall likewise form part of the Contract.

3. In consideration for the sum of *[total contract price in words and figures]* or such other sums as may be ascertained, *[Named of the bidder]* agrees to *[state the object of the contract]* in accordance with his/her/its Bid.
4. The *[Name of the procuring entity]* agrees to pay the above-mentioned sum in accordance with the terms of the Bidding.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of the Republic of the Philippines on the day and year first above written.

[Insert Name and Signature]

[Insert Name and Signature]

[Insert Signatory's Legal Capacity]

[Insert Signatory's Legal Capacity]

for:

for:

[Insert Procuring Entity]

[Insert Name of Supplier]

Acknowledgment

[Format shall be based on the latest Rules on Notarial Practice]

Single Largest Completed Contract

Within three (3) years from the date of submission of bids which is similar in nature and the amount of which should be equivalent to at least fifty percent (50%) of the ABC.

Please fill out the required information below:

1	Name of Contract :	
2	Date of Contract :	
3	Contract Duration :	
4	Owner's Name :	
5	Owner's Address :	
6	Kinds of Good / Services :	
7	Amount of Completed Contract/s:	
8	Date of Delivery :	
9	Official Receipt / Sales Invoice No. :	

NOTE:

The bidder shall:

1. For #7, the amount of the completed contracts can be adjusted by the Bidder to the current prices using PSA's consumer price index, if necessary, for the purpose of meeting the SLCC Requirement.
2. It is required for the Bidder to submit **one** of the following documents:
 - a. Official Receipt;
 - b. Sales Invoice; or
 - c. Statement of End-user's Acceptance with Contract Amount.

Choose only **one** to submit, not all.

3. For #9, indicate the Official Receipt or Sales Invoice No. of the supporting document attached, for easier reference. If the Bidder opts to submit a statement of end-user's acceptance, indicate not applicable.

Computation of Net Financial Contracting Capacity

This is to certify that our **Net Financial Contracting Capacity (NFCC)** is **Philippine Pesos** _____ (_____ PhP) which is at least equal to the Approved Budget for the Contract (ABC). The amount is computed as follows:

NFCC = [(Current assets minus current liabilities) **(15)**] minus the value of all outstanding or uncompleted portions of the projects under ongoing contracts, including awarded contracts yet to be started, coinciding with the contract to be bid.

Issued this _____ day of _____, 2022.

NOTES:

1. The values of the bidder's current assets and current liabilities be based on the latest Audited Financial Statements which includes the data submitted to BIR through its Electronic Filing and Payment System.
2. Value of all outstanding or uncompleted contracts refers those listed in your Statement of All its Ongoing Government and Private Contracts.
3. The detailed computation using the required formula must be shown as provided above.

Statement of Ongoing Government and Private Contracts

Example:

No.	Contract Name	Contract Date & Contract Duration	Owner's name & address	Kinds of Goods / Services	Amount of Contract	Value of Outstanding Contract	Date of Delivery	Government or Private ("G" or "P")
1	XYZ Plan	01 Jan 2017, 5 Years	Juan Dela Cruz, Quezon City	Subscription Service	P99,000,000.00	P38,000,000.00	02 Jan 2017	G
Total Value of All Outstanding Contracts: P38,000,000.00								

No.	Contract Name	Contract Date & Contract Duration	Owner's name & address	Kinds of Goods / Services	Amount of Contract	Value of Outstanding Contracts	Date of Delivery	Government or Private ("G" or "P")
1								
2								
3								
4								

Total Value of All Outstanding Contracts:

NOTE: Supporting documents are **not** required.

SERVICE LEVEL AGREEMENT

Supply and Delivery of One (1) Lot Network Router

1. Introduction

- 1.1. This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between <insert Company Name> (herein referred to as “Service Provider”) and the **Advanced Science and Technology Institute** (herein referred to as “DOST-ASTI”) for the provisioning of IT services required to support and sustain their supplied product or service (“System”).
- 1.2. This Agreement shall be in effect for **three (3) years** or until the SLA is renegotiated after the date of end-user acceptance is determined.

2. Service Agreement

- 2.1. The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement:
 - 2.1.1. Manned telephone support;
 - 2.1.2. Monitored email support;
 - 2.1.3. Remote assistance using remote desktop technology and a Virtual Private Network (VPN) where available; and
 - 2.1.4. Hardware repair and replacement.

3. Service Management

- 3.1. Service Support Channels
 - 3.1.1. In the event that a software or hardware failure should develop during the ongoing support of this Agreement, and qualified technicians of DOST-ASTI cannot resolve it, the DOST-ASTI must in the first instance contact **<Name of Company>** support services, either:
 - 3.1.1.1. By telephone or cellphone on **<telephone-number>**; or
 - 3.1.1.2. By creating a new online Support Ticket at **<URL>**; or
 - 3.1.1.3. By email at **<email-address>**.
 - 3.1.2. The qualified technician of the DOST-ASTI will have the following information and materials ready when reaching out to the technical support team:
 - 3.1.2.1. The invoice and/or serial number of the System exhibiting a problem;
 - 3.1.2.2. The version of the operating System currently being used;
 - 3.1.2.3. The names and models of any peripheral devices attached to the System;
 - 3.1.2.4. The names and model numbers of any components added to the System since the original invoice;
 - 3.1.2.5. The type of error message that appears when the fault occurs, work activity performed when the error occurred, and the procedure/steps attempted to solve the problem;

- 3.1.2.6. Access to the System; and
- 3.1.2.7. In the event that the problem or fault is not resolved remotely, the Service Provider must dispatch a service technician to attend the System on location to diagnose and, in its sole discretion, repair and/or replace the System, in accordance with the terms set out below.

3.2. Service Availability

3.2.1. Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components:

- 3.2.1.1. Telephone support : 9:00 A.M. to 5:00 P.M. Monday – Friday (except official holiday)
 - 3.2.1.1.1. Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call.
- 3.2.1.2. Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday (except official holidays)
 - 3.2.1.2.1. Emails received outside of office hours will be collected and addressed on the next business day.
- 3.2.1.3. Onsite assistance guaranteed within 72 hours during the business week
 - 3.2.1.3.1. If the attendance of a service technician was insufficient to determine a resolution to the problem or fault, the Service Provider must indicate, through any representation, a definitive timeline of the repair or replacement required to restore the System to normal operations to the DOST-ASTI.

3.3. Service Requests

3.3.1. In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the DOST-ASTI within the following time frames:

- 3.3.1.1. Zero (0) to eight (8) hours (during business hours) for issues classified as High priority severity level;
- 3.3.1.2. Within forty-eight (48) hours for issues classified as Medium priority;
- 3.3.1.3. Within five (5) working days for issues classified as Low priority; and

Severity Level	Definition
High Priority	Complete loss of user productivity
Medium Priority	Issue does not significantly impact current user

	productivity
Low	Issue requires minor investigation or monitoring; Request for training or information

3.3.2. Remote assistance or on-site service will be provided in-line with the above timescales dependent on the priority of the support request.

4. Repair and Replacement

4.1. Standard and Extended Limited Warranty

4.1.1. The Service Provider guarantees that the System is free from defects in materials and workmanship during the duration of this Agreement.

4.2. Advanced Parts Replacement

4.2.1. The System must be supplied with a 30-calendar day (from date of end-user acceptance) return for advanced replacement on dead-on-arrival (DOA) parts and components.

4.3. Customer Replaceable Parts

4.3.1. The Service Provider may in due performance of the Services, and at its sole discretion, elect to send replacement parts which can easily be replaced by the Customer, under the direction of a Service Provider technician if required (“Customer Replaceable Parts”).

4.3.2. Customer Replaceable Parts include, but are not limited to, Hot Swappable Hard Drives and Redundant Power Supply Modules.

4.3.3. The service provider shall arrange the collection or disposal of all defective System parts which are replaced by Customer Replaceable Parts. The defective System Parts may be collected or disposed of on a different date to delivery of the Customer Replaceable Parts.

5. Excluded Parts and Coverage

5.1. The Agreement does not apply to any unavailability, suspension, or termination of the System, or any other System performance-related issues cause by the following reasons:

5.1.1. Batteries;

5.1.2. Any maintenance, alteration, modification or adjustment performed by persons other than Service Provider or its employees or agents other than those authorized by the Service Provider;

5.1.3. The serial number on the System, components or accessories has been altered, cancelled or removed;

5.1.4. The warranty seals have been broken or altered;

5.1.5. Damage to the System caused by war, terrorism, fire, accident, natural disaster, movement, intentional or accidental misuse, abuse, neglect or improper maintenance, liquid, use under abnormal conditions,

obsolescence, rust, change in color, texture or finish, wear and tear, gradual deterioration;

- 5.1.6. Fraud, theft, unexplained disappearance or willful act;
- 5.1.7. Damage (accidental or other) to the System that is cosmetic, meaning damage that does not impact the operation and functioning of the System;
- 5.1.8. Damage to the System caused by improper installation or improper connection to a network or peripheral device such as printer, optical drive, network card, or USB device;
- 5.1.9. Damage to the System caused by any failure, interruption or surge in electrical power or its related infrastructure connected to the System;
- 5.1.10. Damage to the System resulting from use outside of the operation or storage parameters or environment detailed in the System User's Manual;
- 5.1.11. Damage to the System resulting from use of parts not manufactured or sold by the Service Provider;
- 5.1.12. Damage to or loss of any program, data or removable storage media, or if there are costs involved in recovering any program or data;
- 5.1.13. Damage to the System caused by third party software or viruses; and
- 5.1.14. Software or data loss that may occur during repair or replacement of the System. Software and data backup is the sole responsibility of the end-user.

Conforme:

Name:
Title:
Company Name:
Date:

