



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF BUDGET AND MANAGEMENT
General Solano Street, San Miguel, Manila

REQUEST FOR QUOTATION
No. 23-025

The **Department of Budget and Management (DBM)** through its **Administrative Service**, intends to procure "**Procurement of GSD Helpdesk Ticketing Tool**" for FY 2023 in accordance with **Section 53.9** (Negotiated Procurement – Small Value Procurement) of 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184.

Please quote your **best offer** for the item/s described herein, **subject to the attached Annexes A and B (Terms and Conditions)**, provided as part of this Request for Quotation (RFQ). Submit your quotation duly signed by your authorized representative **not later than** MAR 03 2023, **2:00 p.m.** at the Administrative Service – Procurement Management Division, Ground Floor, DBM Bldg. III, General Solano St., San Miguel, Manila. Quotations may also be submitted through facsimile or email at the address and contact numbers indicated below.

A copy of your 2023 **Business/Mayor's Permit¹** and **PhilGEPS Registration Number** is also required to be submitted along with your signed quotation/proposal. A **valid and updated** PhilGEPS Registration Certificate (Platinum Membership) (**all pages**) may be submitted in lieu of the Mayor's/Business Permit.

The Supplier/Service Provider with the Single/Lowest Calculated Quotation shall submit its **Omnibus Sworn Statement² (GPPB-prescribed forms), Income/ Business Tax Return³ (for ABC's above Php 500k)** within a non-extendible period of five (5) calendar days from receipt of the notice from the Administrative Service that it submitted the Single/Lowest Calculated Quotation.⁴

For any clarification, you may contact us at telephone no. **(02) 8657-3300 local 3115** or email address at mdavid@dbm.gov.ph.


AARON ALBERTO A. ESCALONA
Chief Administrative Officer

¹In case of recently expired Mayor's/Business permit, it shall be accepted together with its official receipt as proof that the bidder has applied for renewal within the period prescribed by the concerned local government unit, provided that the renewed permit shall be submitted after award of contract but before payment in accordance with item 6.2 of Government Procurement Policy Board (GPPB) Resolution No. 09-2020.

²In case of Unnotarized Omnibus Sworn Statement, it shall be accepted, provided that the notarized Omnibus Sworn Statement shall be submitted after award of contract but before payment in accordance with item 6.3 of GPPB Resolution No. 09-2020.

³Manually filed tax returns or filed through the EFPS

⁴Failure to submit the required documents on time, or a finding against the veracity thereof, shall disqualify the supplier/service provider for award. In case the notice for the submission of post-qualification documents is sent via the bidder's email, it shall be considered as received by the bidder on the date and time the email was sent, whether or not the bidder acknowledged the said email. It shall be the bidder's responsibility to check its/his/her email for the purpose.

Date: _____

Name of Company: _____

Address: _____

Name of Store/Shop: _____

Address: _____

TIN: _____

PhilGEPS Registration Number: _____

INSTRUCTIONS:

- (1) Accomplish this Request for Quotation (RFQ) correctly and accurately.
- (2) The use of this RFQ is highly encouraged to minimize errors or omissions of the mandatory provisions.

If a different form is used other than the RFQ, the quotation shall contain all the mandatory provisions, including manifestation on the agreement with the Terms and Conditions below.

In case a prospective supplier or service provider submits a filled-out RFQ with a supporting document (i.e., price quotation in a different format), both documents shall be considered unless there is any discrepancy. In this case, provisions in the RFQ shall prevail.

- (3) All technical specifications are mandatory. Failure to comply with any of the mandatory requirements will disqualify your quotation.
- (4) Failure to follow these instructions will disqualify your entire quotation.

Sir/Madam:

After having carefully read and accepted the Terms and Conditions in the Request for Quotation, hereunder is our quotation for the item/s as follows:

TECHNICAL SPECIFICATION

1. Please quote your **best offer** for the item/s below. Please do not leave any blank items. Indicate "0" if the item being offered is for free.
2. Bidders must state "Comply" or any equivalent term in the column "Bidder's Statement of Compliance" against each of the individual parameters of each Specification.

| Item | Description | Total Quantity | Bidder's Statement of Compliance | Unit Cost (Vat Inclusive) | Total Cost (Vat Inclusive) |
|------|---|----------------|----------------------------------|---------------------------|----------------------------|
| I. | General Conditions/Specifications - (see attached Annex "C" [Detailed Technical Specifications], item 3.0 & 4.0) | 1 lot | | | |



| | | | | | |
|------|---|--|--|--|--|
| II. | Scope of Work - (see attached Annex "C" [Detailed Technical Specifications], item 5.0) | | | | |
| III. | Warranty of the Supplier - (see attached Annex "C" [Detailed Technical Specifications], item 7.0) | | | | |

*The above-quoted prices are inclusive of all costs and applicable taxes.

| <u>SCHEDULE OF REQUIREMENTS</u> | | Bidder's Statement of Compliance |
|--|---|---|
| A. | Pre-implementation Meeting and User Orientation/Training - Within one (1) week upon receipt of Notice to Proceed (NTP) | |
| B. | Subscription to GSD Helpdesk Ticketing Tool (the 12-month subscription period) - Effective one (1) week after the Pre-Implementation Meeting or Effective within two (2) weeks after the receipt of NTP, whichever comes earlier. | |

| <u>FINANCIAL OFFER</u> | |
|--|---|
| Approved Budget for the Contract | Total Offered Quotation |
| <p style="text-align: center;">Three Hundred Ten Thousand Pesos only</p> <p style="text-align: center;">(Php 310,000.00)</p> | <p style="text-align: center;">In words: _____</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">In figures: _____</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">_____</p> |



Payment Details:

| | |
|------------------------------|---|
| <u>Payment Terms:</u> | Payment shall be made promptly, but in no case later than sixty (60) days, through Land Bank's LDDAP-ADA/Bank Transfer facility after submission of billing statement/invoice and upon fulfillment of other obligations as stipulated in the contract as well as upon inspection and acceptance of the goods by the end user, subject to other payment terms as prescribed in this RFQ. |
| Banking Institution | |
| Account Number | |
| Account Name | |
| Branch | |

Signature over Printed Name

Position/Designation

Office Telephone No.

Fax/Mobile No.

Email address/es

TERMS AND CONDITIONS

1. Bidders shall provide the correct and accurate information required in this form.
2. Price quotation/s must be valid for a period of *sixty (60) calendar days* from the date of submission of quotation.
3. Price quotation/s, to be denominated in Philippine peso shall include all taxes, duties, and/or levies payable.
4. Quotations exceeding the Approved Budget for the Contract shall be rejected.
5. Award of the contract shall be made to the lowest calculated and responsive quotation (for goods and infrastructure) or, the highest rated offer (for consulting services) which complies with the minimum technical specifications and other terms and conditions stated herein.
6. Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by you or any of your duly authorized representative/s.
7. The item/s shall be delivered according to the requirements specified in the Technical Specifications.
8. The DBM shall have the right to inspect and/or to test the goods to confirm their conformity to the technical specifications.
9. In case two or more bidders are determined to have submitted the Lowest Calculated Quotation/Lowest Calculated and Responsive Quotation, the DBM shall adopt and employ "draw lots" as the tie-breaking method to finally determine the single winning provider in accordance with GPPB Circular 06-2005.
10. **Payment shall be processed after delivery and upon the submission of the required supporting documents, in accordance with existing government accounting rules and regulations. Please note that the corresponding bank transfer fee, if any, shall be chargeable to the contractor's account.**
11. Payment shall be made promptly, but in no case later than sixty (60) days, through Land Bank's LDDAP-ADA/Bank Transfer facility after submission of billing statement/invoice and upon fulfillment of other obligations as stipulated in the contract as well as upon inspection and acceptance of the goods by the end user, subject to other payment terms as prescribed in this RFQ.
12. Liquidated damages equivalent to one-tenth of one percent (0.1%) of the value of the goods not delivered within the prescribed delivery period shall be imposed per day of delay. The DBM **may** rescind the contract once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.

13. In compliance with Section 4.3 of Appendix 33 of the 2016 Revised IRR of RA No. 9184 and consistent with Administrative Order No. 34, s. of 2020, the DBM shall publish in its official website and social media platform the following post-award information:

- a) Project name;
- b) Approved budget for the contract;
- c) Contract period;
- d) Name of the winning bidder and its official business address;
- e) Amount of contract awarded;
- f) Date of Award and Acceptance;
- g) Implementing office/unit/division/bureau of the concerned agency or instrumentality.

CONFORME:

Signature over Printed Name

Position/Designation

Office Telephone No.

Fax/Mobile No.

Email address/es

DETAILED TECHNICAL SPECIFICATIONS

1. **PROJECT TITLE**
Procurement of GSD Helpdesk Ticketing Tool
2. **OBJECTIVE**
Procurement of GSD Helpdesk Ticketing Tool in managing, creating, monitoring, and completing work orders and job requests.
3. **DURATION OF THE CONTRACT**
The contract for the subscription for the GSD Helpdesk Ticketing Tool shall be for twelve (12) months.
4. **SPECIFICATIONS**
 - 4.1 The CONTRACTOR shall provide services for the following features and functionality:
 - 4.1.1 Can create unlimited work orders and job requests in administrator, manager technician and guest mode.
 - 4.1.2 Can be used and controlled by multiple admin accounts.
 - 4.1.3 Can categorize the type of work for easier sorting of tickets.
 - 4.1.4 Can customize agent roles and groupings.
 - 4.1.5 Can add/upload reference files and photos for job requests.
 - 4.1.6 Can create and customize system templates
 - 4.1.7 Can import and export database in MS Excel format.
 - 4.1.8 Can notify the changes in status of work orders and job requests through email
 - 4.1.9 Must have a guest’s dashboard wherein guests shall be able to view all of their job requests.
 - 4.1.10 Can provide technical support services, training webinars and video tutorials
 - 4.1.11 Should be compatible with Google mail.
 - 4.1.12 Must have a mobile application to manage maintenance from anywhere at any time.
 - 4.1.13 Has a role-based dashboard
 - 4.1.14 Has a secured service (e.g. https, sftp, ssh)
 - 4.1.15 Minimum server requirements to accommodate 50 to 100 concurrent users in full capacity to be reviewed and approved by the DBM system administrator
 - 4.1.16 Easily transferable license between authorized users
 - 4.1.17 Web hosting configuration and policies to be managed and facilitated outside DBM by the service provider

5. SCOPE OF WORKS AND SERVICES

- 5.1 The CONTRACTOR shall provide a Computerized Maintenance Management System (CMMS) services for twelve (12) months
- 5.2 The CONTRACTOR shall deliver, configure, and activate the software licenses for thirty-five (35) agents and set up the environment hosted in Cloud that will make the ticketing tool operational for end-users and Thirty-five (35) agents within fifteen (15) calendar days from receipt of Notice to proceed (NTP)
- 5.3 The CONTRACTOR shall provide monthly backup of the database of the ticketing system in subscription within seven (7) calendar days of succeeding month covering a period of twelve (12) months including but not limited to knowledge base, attachments and all resources considered to be DBM property.
- 5.4 The CONTRACTOR shall ensure that systems is up and running with an availability of 99.75% or its equivalent downtime of one (1) hour and forty-eight (48) minutes.
- 5.5 The CONTRACTOR shall provide technical support from 7:00AM to 8:00 PM. From Monday to Saturday as referred in the DBM Helpdesk issues Management log with at least the following qualifications:

| | |
|--------------|--|
| Position | Technical support Engineer (middle to senior level) |
| Degree Level | Bachelor's Degree |
| Degree Field | Computer Science, Engineering or related field |
| Experience | At least 3 years of relevant experience |
| Key Skills | With technical background on the ticketing tool in subscription, knowledge of backup and database software, and with helpdesk support experience |
| Training | Minimum of 40 hours of technical training of the ticketing tool in subscription. |

A Certificate of Acceptance shall be issued by the Director of Administrative Service once all the requirements are fully met by the CONTRACTOR.

6. SERVICE LEVEL AGREEMENT

- 6.1 DBM shall maintain a Service Level Agreement (SLA) with the CONTRACTOR, with provisions for liquidated damages for their non-compliance.
- 6.2 Business rules management through multiple SLA policies
- 6.3 Email notification to escalation matrix of SLA violations

| Component | Description | Liquidated Damages |
|---------------|--|---|
| 6.1.1 Renewal | The CONTRACTOR shall provide Computerized Maintenance Management System for users which shall be for twelve (12) months. | One-tenth of one percent (0.1%) of the of the contract price for every day of delay |

7. WARRANTIES OF THE CONTRACTOR

- 7.1 The CONTRACTOR warrants that it shall conform strictly to the terms and conditions of this technical specifications.
- 7.2 The CONTRACTOR warrants the reliability of the services and their manpower complement. The CONTRACTOR further warrants that the technical staff assigned are qualified to provide the services required to the satisfaction of the DBM.
- 7.3 The CONTRACTOR shall coordinate with the authorized and/or designated DBM AS-GSD personnel in the performance of their jobs.
- 7.4 The CONTRACTOR shall be liable for the loss, damage, or injury cause directly or indirectly by the fault of the negligence of its personnel. It shall assume full responsibility thereof and the DBM shall be fully released from any liability arising therefrom.
- 7.5 The CONTRACTOR shall neither assign, transfer, pledge, nor subcontract any part of interest to the contract being bidden out.

The subscription period shall be for twelve (12) months.

Approved by:


Digitally signed
by Gerardo E.
Maula
Date: 2023.02.20
14:25:56 +08'00'

Gerardo E. Maula

Assistant Secretary

Information and Communications Technology Group