



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF BUDGET AND MANAGEMENT  
GENERAL SOLANO STREET, SAN MIGUEL, MANILA

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**REQUEST FOR QUOTATION**  
**No. 25-013**

The **Department of Budget and Management (DBM)** through its **Administrative Service**, intends to procure "**Renewal of Annual Subscription to Ticketing Tool**" for FY 2025 in accordance with **Section 53.9** (Negotiated Procurement – Small Value Procurement) of the 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, B (Terms and Conditions), and C (Detailed Technical Specifications)** provided as part of this Request for Quotation (RFQ). Submit your quotation duly signed by your authorized representative **not later than March 3, 2025, 2:00 PM** at the Administrative Service – Procurement Management Division, Ground Floor, DBM Bldg. III, General Solano St., San Miguel, Manila. Quotations may also be submitted through the email address indicated below.

A copy of your **2025 Business/Mayor's Permit** 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 Statement (GPPB-prescribed forms), Income/Business Tax Return (for ABC's above Php 500k)<sup>1</sup>** 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<sup>2</sup>.






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

  
**AARON ALBERTO A. ESCALONA**  
Chief Administrative Officer 

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<sup>1</sup> Manually filed tax returns or filed through the EFPS

<sup>2</sup> Failure 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 of 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 SPECIFICATIONS**

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)
<b>A.</b>	<b>Renewal of Annual Subscription to Ticketing Tool</b>				
	<b>I. Duration of the Contract and Specifications</b> (See attached Annex "C", Detailed Technical Specifications, items 3.0 and 4.0)	<b>1 Lot</b>			
	<b>II. Scope of Works and Services</b> (See attached Annex "C", Detailed Technical Specifications, item 5.0)				
	<b>III. Service Level Agreement</b> (See attached Annex "C", Detailed Technical Specifications, item 6.0)				
	<b>III. Warranties of the Supplier</b> (See attached Annex "C" Detailed Technical Specifications, item 7.0)				

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

<b><u>SCHEDULE OF REQUIREMENTS</u></b>			
Item	Description	Delivery Schedule	Bidder's Statement of Compliance
<b>A.</b>	<b>Renewal of Annual Subscription to Ticketing Tool</b>		
	Conduct of User Orientation/Training	Within seven (7) calendar days upon receipt of the Notice to Proceed (NTP)	
	Subscription to GSD Helpdesk Ticketing Tool (12-month subscription period)	29 April 2025	
	Monthly Backup of database	Within seven (7) calendar days of the succeeding month	

<b><u>FINANCIAL OFFER</u></b>	
<b>Approved Budget for the Contract</b>	<b>Total Offered Quotation</b>
<b>Five Hundred Fifty Thousand Pesos Only</b>  <b>(Php 550,000.00)</b>	In words: _____
	_____
	_____
	_____
	In figures: _____
	_____

<b><u>PAYMENT DETAILS</u></b>	
<b><u>Payment Terms:</u></b>	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	

**CONFORME:**

\_\_\_\_\_  
Signature over Printed Name  
(Authorized Representative)

\_\_\_\_\_  
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. **Pursuant to the Bureau of Internal Revenue Regulation No. 017-2024 dated September 17, 2024, the Supplier shall present their valid and updated Tax Clearance Certificate to the Administrative Service – General Services Division (AS-GSD), as the End-user Unit, prior to the final payment of the contract. FAILURE to present a valid and updated Tax Clearance shall entitle the DBM to suspend the final payment due to the Supplier.**
11. **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.**
12. 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.

13. 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.
14. 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  
(Authorized Representative)

\_\_\_\_\_ 

Position/Designation

\_\_\_\_\_ 

Office Telephone No.

\_\_\_\_\_ 

Fax/Mobile No.

\_\_\_\_\_ 

Email address/es

## DETAILED TECHNICAL SPECIFICATIONS

1. PROJECT TITLE  
Renewal of Annual Subscription to Ticketing Tool
2. OBJECTIVE  
Renewal of GSD Helpdesk Ticketing Tool to be used 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 Supplier 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 Supplier shall provide a Computerized Maintenance Management System (CMMS) services for twelve (12) months
- 5.2 The Supplier shall deliver, configure, and activate the software licenses for fourteen (14) agents and set up the environment hosted in Cloud that will make the ticketing tool operational for end-users and fourteen (14) agents on 29 April 2025
- 5.3 The Supplier shall conduct a user orientation/training within seven (7) calendar days upon the receipt of the NTP. The orientation/training shall be conducted online
- 5.4 The Supplier 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.
- 5.5 The Supplier 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.
- 5.6 The Supplier 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 Supplier.

## 6. SERVICE LEVEL AGREEMENT

- 6.1 DBM shall maintain a Service Level Agreement (SLA) with the Supplier, 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 Supplier 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 SUPPLIER

- 7.1 The Supplier warrants that it shall conform strictly to the terms and conditions of this technical specifications.
- 7.2 The Supplier warrants the reliability of the services and their manpower complement. The Supplier further warrants that the technical staff assigned are qualified to provide the services required to the satisfaction of the DBM.
- 7.3 The Supplier shall coordinate with the authorized and/or designated DBM AS-GSD personnel in the performance of their jobs.
- 7.4 The Supplier 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 Supplier 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.