



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

REQUEST FOR QUOTATION

No. 25-058

The **Department of Budget and Management (DBM)**, through its **Administrative Service**, intends to procure **“Technical Support and Maintenance for the KOHA Integrated Library System”** for FY 2025 in accordance with **Section 34** (Small Value Procurement) of the Implementing Rules and Regulations of Republic Act No. 12009 or the New Government Procurement Act (NGPA).

Please quote your **best offer** for the item/s described herein, **subject to the attached Annexes A, B (Terms and Conditions) and C (Terms of Reference)** provided as part of this Request for Quotation (RFQ). Submit your quotation duly signed by your authorized representative **not later than December 23, 2025 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 the email address indicated below.

A copy of your **2025 Business or 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 (NGPA GPPB-prescribed forms), and Income/Business Tax Return (for ABC’s above Php 500k)**¹ 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.²

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

AARON ALBERTO A. ESCALONA
Director III, and Concurrent
Chief Administrative Officer

¹ Manually filed tax returns or filed through EFPS

² 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)
A	Technical Support and Maintenance for the KOHA Integrated Library System - In accordance with Annex C, Terms of Reference	One (1) lot			

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

Item	Description	Delivery Schedule	Bidder's Statement of Compliance
A	Implementation of Technical Support and Maintenance for the KOHA Integrated Library System	Witin thirty (30) calendar days upon the issuance of the Notice to Proceed	

FINANCIAL OFFER	
Approved Budget for the Contract	Total Offered Quotation
Ninety Thousand Pesos Only (Php90,000.00)	In words: _____ _____ _____
	In figures: _____ _____ _____

<u>PAYMENT DETAILS</u>	
<i>Payment Terms:</i>	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. **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 3(a) of the Implementing Rules and Regulations of Republic Act No. 12009 or the New Government Procurement Act and consistent with Administrative Order No. 34, s. 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 ←

TECHNICAL SUPPORT AND MAINTENANCE FOR THE KOHA INTEGRATED LIBRARY SYSTEM

Terms of Reference

I. BACKGROUND

As part of the digitalization efforts of the Department of Budget and Management (DBM), the DBM Library, in collaboration with an external supplier and the Information and Communications Technology Systems Service (ICTSS), has deployed/implemented an updated version of the Koha Integrated Library System (ILS) in November 2024. The adoption of this ILS enabled the DBM Library to better manage its collections, users, and other services in one platform. At the same time, it also facilitated access of library clients, both DBM employees and the general public, to the DBM Library collections anytime, anywhere.

The KOHA Integrated Library System (ILS)—the world's first free and open-source library system—offers a user-friendly interface and a robust set of features that support efficient and modern library services. It is important to highlight that KOHA is a powerful open-source system rather than a commercial brand, offering flexibility and innovation through a globally supported platform. This allows the DBM Library to select qualified service providers and ensures long-term sustainability.

The ILS is composed of service modules such as circulation, cataloging, patron management, online public access catalog, and other technical services of the library.

To sustain this effort, the DBM Library aims to procure technical support and assistance services to ensure the smooth implementation of the KOHA Integrated Library System. Given that the DBM Koha ILS microsite is still at its initial stage of implementation, the DBM Library would require technical support and assistance in troubleshooting, and in managing the system, including its security and database, among others.


II. TECHNICAL SPECIFICATIONS


The contractor shall provide one (1) year technical support. During this period, the contractor shall provide/render 24 hours a day, seven (7) days a week of technical service including incident management, problem management, and fulfilling service requests. Technical support shall be delivered via video conference calls, electronic mail, and/or on-site support or within DBM premises as requested by DBM-ICTSS and ACTS authorized personnel.

Problems reported shall be resolved to the satisfaction of DBM within 72 hours from receipt of the report.



The contractor shall provide technical support service for the following responsibilities:

1. Server Performance Monitoring
 - i. Regularly check the server's performance (CPU, RAM, disk usage) to ensure that Koha ILS is running smoothly.
 - ii. Identify and resolve performance bottlenecks, such as slow page loads or delays in data processing.
 2. System Troubleshooting and Error Resolution
 - i. Diagnose issues related to server crashes, slowdowns, or service interruptions.
 - ii. Investigate server logs (e.g., Apache, MySQL, Koha logs) for error messages and resolving underlying issues.
 - iii. Handle unexpected system behaviors, such as Koha modules not loading or errors during user login.
 3. Database Optimization
 - i. Ensure that the Koha database (MySQL or MariaDB) is running efficiently.
 - ii. Perform routine database optimizations (e.g., repairing tables, optimizing queries) to improve system performance.
 - iii. Manage and troubleshoot issues related to database connectivity and integrity.
 4. Backup and Recovery Management
 - i. Ensure regular backups of the Koha system and database to prevent data loss.
 - ii. Verify the integrity of backups and testing recovery procedures.
 - iii. Restore data in the event of system failure or data corruption.
 5. Security Patches and Updates
 - i. Install security patches and updates for both the Koha system and the server environment.
 - ii. Keep the server software (e.g., operating system, web server, database server) up-to-date to avoid security vulnerabilities.
 - iii. Configure firewalls and monitor server security to prevent unauthorized access.
 6. Server Load Balancing and Scalability
 - i. Monitor server load, particularly during high usage times (e.g., during check-out/check-in).
 - ii. Implement server scaling techniques (vertical or horizontal) to accommodate growing demands from the library.
 - iii. Adjust server resources as needed to maintain performance during peak usage periods.
 7. Web Server Configuration and Maintenance
 - i. Ensure the proper configuration of web servers (e.g., Apache, Nginx) for optimal Koha performance.
 - ii. Troubleshoot issues like slow-loading pages, broken links, or timeouts due to server misconfigurations.
 - iii. Check SSL/TLS certificates to ensure secure communication between users and the Koha OPAC.
 8. Koha Service Availability and Uptime
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- i. Monitor the availability of Koha's web interface and backend services (e.g., OPAC, staff client, Elasticsearch).
 - ii. Respond to outages or disruptions in service, restoring full functionality as quickly as possible.
 - iii. Ensure Koha's services are running without interruptions and troubleshooting any disruptions (e.g., cron jobs not running).
 - 9. Log Monitoring and Diagnostics
 - i. Continuously monitor system and application logs (Apache, Koha logs, MySQL logs) for warning signs of server issues.
 - ii. Respond to error messages or unusual patterns in the logs that could indicate potential problems.
 - iii. Use logs to troubleshoot issues related to server load, failed services, or unexpected behavior.
 - 10. Koha Configuration Updates (Server-related)
 - i. Modify Koha configurations (e.g., memory limits, session timeouts, etc.) based on server performance and user feedback.
 - ii. Adjust server-side settings to accommodate changes in the library's usage patterns or workflows.
 - 11. File System and Disk Space Management
 - i. Monitor available disk space on the server to ensure there is enough space for Koha's operations.
 - ii. Manage logs, temporary files, and backups to prevent the server from running out of disk space.
 - iii. Clean up or archive old files to maintain optimal disk usage.
 - 12. Monitoring of Cron Jobs and Scheduled Tasks
 - i. Troubleshoot issues with cron jobs failing to execute properly and ensure timely task execution.
 - 13. System and OPAC Upgrades
 - i. Koha System Upgrade
 - 1. Manage the upgrade of Koha to a new stable version (e.g., upgrading from one major release to another)
 - 2. Perform pre-upgrade backups.
 - 3. Test the new version in a development or staging environment before applying it to the production server.
 - 4. Handle any post-upgrade issues such as module compatibility, data migration, or system configurations.
 - 5. Update Koha's configuration files to reflect changes in library processes or system settings (e.g., adjusting memory limits, user roles, OPAC behavior)
 - ii. OPAC (Online Public Access Catalog) Upgrade
 - 1. Customize the OPAC interface after an upgrade to ensure it remains user-friendly and consistent with the library's branding, or as per request of DBM.
 - 2. Implement new features, like improved search filters, faceted browsing, or accessibility improvements.
 - 3. Collaborate with the library team to deploy any user interface upgrades or new tools ensuring seamless integration with existing workflows.
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III. BUDGET

The total proposed budget for this project is **Php 90,000.**

IV. SCHEDULE OF REQUIREMENTS

The implementation of Technical Support and Maintenance shall start within 30 calendar days upon the issuance of the Notice to Proceed

V. TERMS OF PAYMENT

1. Ninety percent (90%) of the contract price shall be paid within thirty (30) days upon signing of the Service Contract.
2. The remaining ten percent (10%) retention fee shall be released within sixty (60) days after receipt of the completion report.

VI. FUNDING SOURCE

The proposed budget shall be charged against the 2025 DBM budget.

