



Republic of the Philippines
Department of Education
 REGION IV-A CALABARZON



PU-BB-2024-6

TO : **ALL PROSPECTIVE BIDDERS
OBSERVERS**

SUBJECT : **BID BULLETIN NO. 10, S. 2024**

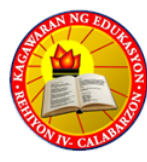
PROJECT : **EARLY PROCUREMENT OF SUPPLY AND DOOR TO DOOR DELIVERY OF SMART TV PACKAGE (STV), LAPTOP FOR TEACHING (L4T) AND LAPTOP FOR NON-TEACHING (L4NT) FOR DEPED REGION IV-A CALABARZON WITH PROJECT IDENTIFICATION NUMBER ROIVA-24-10**

DATE : November 21, 2024

Pursuant to Section 22.5.2 of the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184, this Bid Bulletin is hereby issued for the information and guidance of all prospective bidders. It shall form an integral part of the Bidding Documents issued earlier in connection with the above-mentioned project.

ITEM NO.	PARTICULAR (FROM)	MODIFICATION/AMENDMENT (TO)
4	<p><u>Section V. Special Condition of Contract</u></p> <p>Delivery and Inspection: Pre-Delivery Inspection shall adhere to D.O. 041, s. 2021 "Inspection and Acceptance Protocols for the Procurement of Goods in the Department of Education" and shall use the recommended test procedure provided by the ICTS as included in the Annex "D" – Test Procedure of the Joint Memorandum dated October 15, 2024. Smart TV Packages and Laptop for Teaching shall be delivered directly to target recipient schools.</p>	<p>Deployment</p> <p>1. Pre-Delivery Inspection shall adhere to D.O. 041, s. 2021 "Inspection and Acceptance Protocols for the Procurement of Goods in the Department of Education" and shall use the recommended test procedure provided by the ICTS as included in the Annex "D" – Test Procedure of the Joint Memorandum dated October 15, 2024. 2. Smart TV Packages and Laptop for Teaching shall be delivered directly to target recipient schools. Meanwhile,</p>

08F/ROA/Pro1



Address: Gate 2, Karangalan Village, Cainta, Rizal
 Telephone No.: 02-8682-2114
 Email Address: region4a@deped.gov.ph
 Website: depedcalabarzon.ph



Certificate No. PHP QMS
22 93 0085

Meanwhile, Laptop for Non-Teaching shall be delivered to School Division Offices.

The Delivery, Inspection, Acceptance and Documentation of the items shall be done by authorized personnel:

- a. School Division Office
 - i. School Division Superintendent
 - ii. Inspectorate Team
 - iii. Supply Officer

- b. Recipient Schools
 - i. School Head/Principal
 - ii. Inspectorate Team
 - iii. Property Custodian

The Inspectorate Team and Supply Office/Property Custodian should inspect/check 100% of the delivered goods assessing the physical form and condition based on the “Annex D” – Test Procedure of the DepEd Joint Memorandum “Updated Guidelines on the Conduct of Regional Early Procurement Activities (EPA) for the FY 2025 DepEd Computerization Program (DCP) dated October 15, 2024.

In case item/s is/are missing or damaged, the Supplier shall:

- a. Replace the missing/damaged item/s; or

- b. Opt to restrict further opening of the boxes pending an investigation of the incident for the protection of the Supplier and the Recipient.

Inspection and Acceptance Report (IAR) shall only be signed by the SDO/School Inspectorate Team if the delivery complies with the requirements.

The deliveries should be rejected if found to be NOT in accordance with the conditions stated in the Inspection and Acceptance Report (IAR).

Laptop for Non-Teaching shall be delivered to School Division Offices.

3. The Delivery, Inspection, Acceptance and Documentation of the items shall be done by authorized personnel:

- a. School Division Office
 - i. School Division Superintendent
 - ii. Inspectorate Team
 - iii. Supply Officer

- b. Recipient Schools
 - i. School Head/Principal
 - ii. Inspectorate Team
 - iii. Property Custodian

4. All acts of third-party agents of the Supplier (such as forwarder/courier employed by the Supplier) shall be deemed acts of the Supplier.

5. The Supplier shall be responsible for informing both the RPO and the Central Office of the **expected date of delivery of the goods.**

- a. The responsibility of notification shall be on the part of the Supplier and not of the latter’s third-party agent.
- b. The RPO contacts details shall be indicated by the RPO in the bid docs.
- c. The Central Office email addresses shall be:
 - i. ICTS – Office of the Director via icts.od@deped.gov.ph
 - ii. Copy furnished ICTS – Technology Infrastructure Division via icts.tid@deped.gov.ph
- d. The notification shall be sent at least thirty (30) calendar days prior to the date of delivery.
- e. Should there be delay in the expected date of delivery of the goods, the Supplier should inform the RPO and the Central Office, accordingly.

		<p>f. The RPO shall be responsible for informing the Inspectorate Team and Supply Officer/Property Custodian of the expected date of delivery.</p> <p>g. The Inspectorate Team and Supply Officer/Property Custodian shall inform the RPO of the Supplier's compliance with the notification requirement.</p> <p>6. The Inspectorate Team shall inspect/check 100% of the delivered goods assessing the physical form, condition and quantity, while the Supply Officer/Property Custodian shall accept the same, in accordance with the process/procedure under applicable government and DepEd rules. Please refer to "Annex D" – Test Procedure of the DepEd Joint Memorandum "Updated Guidelines on the Conduct of Regional Early Procurement Activities (EPA) for the FY 2025 DepEd Computerization Program (DCP) dated October 15, 2024.</p> <p>7. In case item/s is/are missing or damaged, the Supplier should:</p> <p>a. Replace the missing/damaged item/s; or</p> <p>b. Opt to restrict further opening of the boxes pending an investigation of the incident for the protection of the Supplier and the Recipient.</p> <p>8. Inspection and Acceptance Report (IAR) shall only be signed by the SDO/School Inspectorate Team if the delivery complies with the requirements.</p> <p>9. The deliveries should be rejected if found to be NOT in accordance with the conditions stated in the Inspection and Acceptance Report (IAR).</p>
	<p><u>To be included under Section VI. Schedule of Requirements</u></p> <p><u>Composition of Regional Process Owner</u></p>	

NAME	POSITION	EMAIL ADDRESS
Atty. Alberto T. Escobarte	Regional Director	Alberto.escobarte@deped.gov.ph
Loida N. Nidea	Assistant Regional Director	loida.nidea@deped.gov.ph
Dr. Rommel C. Bautista	Schools Division Superintendent- Quezon	rommel.baustisa@deped.gov.ph
Dr. Editha M. Atendido	Schools Division Superintendent – Laguna	editha.atendido@deped.gov.ph
Dr. Rosemarie D. Torres	Schools Division Superintendent- Cavite	rosemarie.torres006@deped.gov.ph
Rey M. Valenzuela	Regional ITO I	rey.valenzuela@deped.gov.ph
Jun Patrick Balita	Division ITO I– Lipa City	jun.balita@deped.gov.ph
Carlo Adao	Division ITO I – Dasmaringas City	carlo.adao@deped.gov.ph
John Raymund Durasan	Division ITO I-Rizal	john.durasan@deped.gov.ph
Jocelyn L. Martin	Administrative Officer IV- Region	jocelyn.martin004@deped.gov.ph
Michael P. Glorial	Administrative Officer V- Region	michael.glorial001@deped.gov.ph
Viernalyn M. Nama	Chief, CLMD	viernalyn.nama@deped.gov.ph
Marites Gloria	Chief, Finance Division	marites.gloria@deped.gov.ph
Elino Garcia	Chief, PPRD	elino.garcia@deped.gov.ph
Luz E. Osmena	Chief, QAD	luz.osmena@deped.gov.ph
Erma S. Valenzuela	CID Chief, SDO – San Pedro City	erma.valenzuela@deped.gov.ph

REVISED TECHNICAL SPECIFICATIONS

LOT 1

SMART TV PACKAGE				
ITEM	SPECIFICATION	EVIDENCE OF COMPLIANCE (SAMPLE)	STATEMENT OF COMPLIANCE (State Comply or Not Comply)	EVIDENCE OF COMPLIANCE ATTACHED EVIDENCE (MOV) TO SUPPORT COMPLIANCE
	GENERAL REQUIREMENTS			
Common Standards	<p>Bidder must submit <u>during post-qualification</u> certified true copies from the brand manufacturer to validate that the latter is:</p> <ul style="list-style-type: none"> • <u>ISO 9001:2015 (Quality Management System) certified</u> • <u>ISO 14001:2015 (Environmental Management System) certified</u> 	submit <u>during post-qualification</u>		
International Standards Certification	<p>For International Product</p> <ul style="list-style-type: none"> • Certified by CE (Conformité Européenne) • Certified by FCC (Federal Communications Commission) • Energy Star certified 	Manufacturer Documentary Proof		

Local Standards Certification	<p>For Philippine Made Product</p> <ul style="list-style-type: none"> • Philippine Standard (PS) License • Philippine Standard (PS) Mark • New Philippine Energy Label certificate or equivalent <p>Brand/model must be NTC type approved with certificate and applicable registration number.</p>	<p>Manufacturer Documentary Proof</p>		
Global Proven Quality	<ul style="list-style-type: none"> • The manufacturer's smart TV product line (a) has existed for at least 3 years; and (b) maintains physical offices, service centers, or distribution hubs in at least five (5) countries other than the Philippines with at least one (1) country from North America, one (1) country from Western Europe and one (1) country from Asia-Pacific. 	<p>Manufacturer Documentary Proof</p>		
Local Proven Quality	<ul style="list-style-type: none"> • The manufacturer's smart TV product line (a) has existed for at least 3 years; and (b) maintains physical offices, service centers, or distribution hubs in at least six (6) provinces in the country, with at least one (1) province from Luzon, one (1) province from Visayas, and one (1) province from Mindanao. 	<p>Manufacturer Documentary Proof</p>		

International Warranty	<ul style="list-style-type: none"> The manufacturer's smart TV product line maintains sites that address warranty concern from the locations previously specified (i.e. global quality) that exist for the purpose of facilitating warranty claims and technical assistance. 	Manufacturer Documentary Proof		
Local Warranty	<ul style="list-style-type: none"> The manufacturer's smart TV product line maintains sites that address warranty concerns in the locations previously specified (i.e. local quality) that exist for the purpose of facilitating warranty claims and technical assistance. 	Manufacturer Documentary Proof		
ON HARDWARE				
Screen Resolution	<ul style="list-style-type: none"> Min. 3840 x 2160 	Manufacturer Documentary Proof		
Screen Display	<ul style="list-style-type: none"> LED/OLED/QLED 			
Screen Size	<ul style="list-style-type: none"> Min. industry standard 55", with actual screen size greater than or equal to 54.5" 			
Screen Mirroring	<ul style="list-style-type: none"> Must be wireless and built-in² 			
Power	<ul style="list-style-type: none"> Auto Volt/Auto Sensing Frequency 			
Ports	<ul style="list-style-type: none"> At least 1x Ethernet port At least 2x HDMI ports 			

	<ul style="list-style-type: none"> At least 1x USB ver. 3.0 			
Network	<ul style="list-style-type: none"> 802.11b/g/n: Wi-Fi 4 802.11ac: Wi-Fi 5 			
Bluetooth	<ul style="list-style-type: none"> Minimum Bluetooth 5.0 			
ON SOFTWARE				
Operating System	<ol style="list-style-type: none"> The Smart TV must run an operating system³ that is actively supported by the manufacturer, including the provision of regular security and feature updates. For recently manufactured models, proof of active support may be demonstrated through the manufacturer's update policy for other Smart TV models of the same brand. The Smart TV must: <ol style="list-style-type: none"> Be capable of being updated to the latest version of the operating system available at the time of bid submission. If the Smart TV does not ship with the most recent version, it must not be more than one (1) version behind the current release at the time of the opening of the bid and be susceptible of being updated to the most recent version. 	Manufacturer Documentary Proof		
App Ecosystem	<ul style="list-style-type: none"> The operating system must offer access to a well-established marketplace/selection of downloadable apps, ensuring access to educational content. 	Manufacturer Documentary Proof		

	<ul style="list-style-type: none"> The marketplace of apps must allow the download of YouTube at its latest version, at the time of the opening of the bid. 			
ON ACCESSORIES				
Cable	<ul style="list-style-type: none"> HDMI cable (at least 5 meters) 	Manufacturer Documentary Proof		
Stand	<ul style="list-style-type: none"> TV leg stand 			
Support	<ul style="list-style-type: none"> Wall Mounting Kit 			
Remote Control	<ul style="list-style-type: none"> Remote Control (batteries included) 			
Manual	<ul style="list-style-type: none"> Written in English 			

EXTERNAL HARD DRIVE

ITEM	SPECIFICATION	EVIDENCE OF COMPLIANCE (SAMPLE)	STATEMENT OF COMPLIANCE (State Comply or Not Comply)	EVIDENCE OF COMPLIANCE ATTACHED EVIDENCE (MOV) TO SUPPORT COMPLIANCE
Interanational Standards Certification	Bidder must submit certified true copies from the <u>brand manufacturer</u> to validate that the latter is: <ul style="list-style-type: none"> <u>ISO 9001:2015 (Quality Management System) certified</u> 	During post-qualification		

	<ul style="list-style-type: none"> • <u>ISO 14001:2015 (Environmental Management System) certified</u> 			
Proven Quality	The manufacturer's external hard drive product line (a) has existed for at least 3 years; and (b) maintains physical offices, service centers, or distribution hubs in at least five (5) countries other than the Philippines with at least one (1) country from North America, one (1) country from Western Europe and one (1) country from Asia-Pacific.	Manufacturer Documentary Proof		
International Warranty	The manufacturer's external hard drive product line maintains site that address warranty concerns from the locations previously specified (i.e. global quality) that exist for the purpose of facilitating warranty claims and technical assistance.	Manufacturer Documentary Proof		
ON HARDWARE				
Certification	Product offered must either be: <ul style="list-style-type: none"> • Certified by CE (Conformité Européenne) • Certified by FCC (Federal Communications Commission) 	Manufacturer Documentary Proof		
Capacity	<ul style="list-style-type: none"> • 5TB 	Manufacturer Documentary Proof		
Weight	<ul style="list-style-type: none"> • Maximum of 400 grams 	Manufacturer Documentary Proof		
Rotational Speed	<ul style="list-style-type: none"> • At least 5400 rpm 			
Compatibility	<ul style="list-style-type: none"> • exFAT (Extended File Allocation Table) for compatibility with both offered Smart TV and Windows⁴-based laptops. 			
Interface	<ul style="list-style-type: none"> • USB 3.1 Gen 1 / USB 3.0 compliant 			
Power	<ul style="list-style-type: none"> • DC 5V (Power supplied through USB) 			

Durability	<ul style="list-style-type: none"> Some level of protection, e.g. shockproof, rubber/plastic casing, etc. 	Manufacturer Documentary Proof		
LED Indicator	<ul style="list-style-type: none"> Provides users with information about drive status/activity 			
Accessories	<ul style="list-style-type: none"> With USB 3.0 cable compatible with offered Smart TV English manual Mount kit compatible with the Smart TV 			
	Content: <ul style="list-style-type: none"> Training Videos Other files to be provided by DepEd 			

LOT 2 and 3

LAPTOP				
ITEM	SPECIFICATION	EVIDENCE OF COMPLIANCE (SAMPLE)	STATEMENT OF COMPLIANCE (State Comply or Not Comply)	EVIDENCE OF COMPLIANCE ATTACHED EVIDENCE (MOV) TO SUPPORT COMPLIANCE
Standards Certifications	Bidder must submit certified true copies from the brand manufacturer to validate that the latter is: <ul style="list-style-type: none"> <u>ISO 9001:2015 (Quality Management System) certified</u> <u>ISO 14001:2015 (Environmental Management System) certified</u> 	During post-qualification		

Authorized Dealer	<p>Brand manufacturer:</p> <ol style="list-style-type: none"> 1. Should be a Microsoft authorized Direct OEM Partner with Global Partner Agreement. 2. Holds a License Confirmation issued by Microsoft indicating the model and product being offered to DepEd are authentic and the manufacturer was given the right to pre-install and distribute the Microsoft Licenses under the GPA terms. 	<p>Certification from Microsoft and/or the brand manufacturer confirming the aforesaid partner status.</p>		
Global Proven Quality	<p>The manufacturer laptop line (a) has existed for at least 3 years; and (b) maintains physical offices, service centers, or distribution hubs in at least five (5) countries other than the Philippines with at least one (1) country from North America, one (1) country from Western Europe and one (1) country from Asia-Pacific.</p>	<p>Manufacturer Documentary Proof</p>		
International Warranty	<p>The manufacturer laptop product line maintains sites that address warranty concerns in the locations previously specified (i.e. global quality) that exist for the purpose of facilitating warranty claims and technical assistance.</p>	<p>Manufacturer Documentary Proof</p>		
Comprehensive Global Review	<p>Brand manufacturer laptop line has been comprehensively reviewed as shown by at least five (5) active URLs of positive, technical review published, representing every year in the last three (3) years (from the time of bid submission), of any model of the brand manufacture's laptop line from at least five (5) different laptop review sites of the ten (10) sites enumerated below;¹</p> <ol style="list-style-type: none"> 1. tomsguide.com 	<p>Bidder/s must submit 5 clickable links showing technical reviews of the laptop line of the manufacturer,</p>		

¹ Brand reference here ensure that the factors of technical compatibility, interoperability, servicing, and maintenance of the device are capable of, any/or actually have been, dissected by a global community. Furthermore, considering that this is the same process an individual buyer goes through before purchasing a single device, it behooves the government to follow suit in relation to large-scale purchases in light of the exception provided by Sec. 11, Par. 2 of RA 12009.

	<ol style="list-style-type: none"> 2. arstechnical.com 3. wirecutter.com 4. engadget.com 5. laptopmag.com 6. cnet.com 7. notebookcheck.net 8. anandtech.com 9. theverge.com 10. At least one Philippine-based site (e.g. yugatech.com, unbox.ph, noypigeek.com, etc.) <p>Technical review, for purposes of the above paragraph, shall refer to written commentary on actual performance and industry-based benchmarking of a brand manufacturer's laptop as opposed to a mere marketing spiel.</p> <p>In the absence of an active URL, a reference to the original URL via https://web.archive.org/ shall be allowed.</p>	<p>representing every year in the least 3 years, from 5 of the aforementioned website. Print-out of the 5 technical reviews indicating the URL of the websites from which these were printed from.</p>		
ON HARDWARE:				
NTC Approval	<ul style="list-style-type: none"> • Brand/model must be NTC type approved with certificate and applicable registration number 	Manufacturer Documentary Proof		
Ecolabel	<ul style="list-style-type: none"> • At least ECMA 370 or its equivalent 			
Certifications	<ul style="list-style-type: none"> • On device ISO/IEC 11889:2015 (Information Technology – Trusted platform module library) 	Manufacturer Documentary Proof		

	<ul style="list-style-type: none"> • TCO Certified 9.0 • EPEAT – Gold Tier • FSC Certification 	Manufacturer Documentary Proof		
Processor	<ul style="list-style-type: none"> • At least Intel Core i5 13th gen; or • At least AMD Ryzen 5 7500 series 			
Memory	<ul style="list-style-type: none"> • At least 8GB RAM 			
Screen Resolution	<ul style="list-style-type: none"> • Minimum 1920 x 1080 (Full HD), 1080p LED 			
Screen Size	<ul style="list-style-type: none"> • Minimum 13” 			
Screen Mirroring	<ul style="list-style-type: none"> • Must be wireless and built-in⁶ 			
Storage	<ul style="list-style-type: none"> • At least 500GB SSD, 			
Speaker	<ul style="list-style-type: none"> • Built-in stereo speakers 	Manufacturer Documentary Proof		
Camera	<ul style="list-style-type: none"> • Built-in 720P HD (Minimum) 			
Network	<ul style="list-style-type: none"> • 802.11b/g/n:Wi-Fi 4 • 802.11ac: Wi-Fi 5 • 802.11ax: Wi-Fi 6 			
Bluetooth	<ul style="list-style-type: none"> • Bluetooth 5.0 			
Ports	<ul style="list-style-type: none"> ▪ at least 1 x USB – Type C ▪ at least 2 x USB 3.0 or 3.1 ▪ At least 1 x standard 3.5mm audio port ▪ at least 1 x HDMI or Micro HDMI 			

	<i>The ports must be directly accessible from the device as opposed to requiring a separate adapter or converter</i>			
Weight	<ul style="list-style-type: none"> Maximum weight of 2.2 kgs 	Manufacturer Documentary Proof		
Keyboard	<ul style="list-style-type: none"> US English Layout (QWERTY) Built-in Standard Size Backlit 			
Power Adapter	Type-C or standard Auto Volt AC/DC Adapter Compatible with Philippine standard electrical outlets			
Battery Life	5 hours minimum run time when <u>tested via continuous video playback</u>			
ON SOFTWARE:				
Operating System	Windows 11 Pro Education (“Shape the Future”) SKU	Manufacturer Documentary Proof		
Application	Pre-installed applications based on DepEd instructions such as but not limited to Adobe and InTune	Manufacturer Documentary Proof		
Recovery Key	There must be a designated function key to restore the laptop in its original system state in case of breakdown or desire to factory reset ⁵			
ON ACCESSORIES:				
Mouse	<ul style="list-style-type: none"> Optical 			

	<ul style="list-style-type: none"> • Wireless • Must be rechargeable • Wireless Optical Mouse (inclusive of batteries) 	Manufacturer Documentary Proof			
Headset	<ul style="list-style-type: none"> • Either regular earphones or over-the-ear headphones 3.5mm standard audio jack • Built-in microphone 				
Power Adopter	<ul style="list-style-type: none"> • Type C or standard Auto AC/DC adapter compatible with Philippine standard electrical outlets. 		Manufacturer Documentary Proof		
Laptop Bag	<ul style="list-style-type: none"> • Must fit the associated device 				
Copy of Software	<ul style="list-style-type: none"> • <i>in USB Format (bootable and capable of restoring the original system state to another hard disk)</i> to be provided to: <ul style="list-style-type: none"> • One (1) USB each per Regional office and schools Division Office (thru IT Officer) • One (1) USB per recipient school 				

Terms of Reference (TOR) for LOT 1, 2 AND 3

General Specification:

Procurement of Information Technology devices for DepEd Computerization Program for FY2025 (NEP) consists of:

LOT 1 - SMART TV Package consists of 5 Smart TVs and 5 External Hard Drives that are intended for public elementary schools.

LOT 2 - Laptop for Teaching consists of 5 Laptops intended for public school teachers.

LOT 3 - Laptop for Non-Teaching consists of 1 Laptop intended to Administrative Officer II for public Schools.

General Technical Specification and Terms of Reference:

ITEM	SPECIFICATION	STATEMENT OF COMPLIANCE (State Comply or Not Comply and attached evidence/s)						
1	A certification from the Brand and product Manufacturer shall be provided confirming that the proposed brand and product parts will be available and serviceable for at least five (5) years after delivery and acceptance of the goods.							
2	Unit must be brand new, and the model must be current and not in “end of life” as reflected in the current product line found in the manufacturer’s official website or official product brochure or similar literature and in the Manufacturer’s Certificate issue for this purpose.							
3	Equipment marking and user Manuals, printed and/or electronic copies must be in English.							
4	<p>The bidder must have an authorized service centers in at least two (2) different provinces and one (1) in the capital city of each region they are bidding for. In the case of bid join for National Capital Region (NCR), bidder must submit at least two (2) different provinces and one (1) in the regional center (refer to Annex A-Regional Center (City) of each region they are bidding for.</p> <p>Sample:</p> <table border="1" data-bbox="255 999 1662 1078"> <thead> <tr> <th data-bbox="255 999 725 1038">Region</th> <th data-bbox="725 999 1196 1038">Province</th> <th data-bbox="1196 999 1662 1038">Center (City)</th> </tr> </thead> <tbody> <tr> <td data-bbox="255 1038 725 1078">Region IV-A</td> <td data-bbox="725 1038 1196 1078">Laguna</td> <td data-bbox="1196 1038 1662 1078">Calamba City</td> </tr> </tbody> </table> <p>The bidder shall provide the following:</p> <ul style="list-style-type: none"> • Signed notarized contract agreement between the bidder and authorized service partner. • A valid and current Business permit of the Service center. • Authorized Service Center/s contact details. 	Region	Province	Center (City)	Region IV-A	Laguna	Calamba City	
Region	Province	Center (City)						
Region IV-A	Laguna	Calamba City						
5	All equipment components (Smart TV, External hard drive and Laptop) must have: <ul style="list-style-type: none"> b. Waterproof and transparent 1 x 2 inches size colored sticker bearing the DepEd Logo 							



- c. 2x4 inches size sticker bearing Supplier's contact information (office address, email, mobile and landline numbers)

DepEd will provide placement and design of the stickers.

AFTER SALES SUPPORT

1. The Supplier shall maintain the IT equipment to be functional in good running condition as a whole package by providing the post-implementation support and services including: (i) Operation and management of deployment and (ii) deployment of support technicians for maintenance, troubleshooting and repair purposes.
2. Technical Support: The Supplier must have affiliated active service centers with personnel possessing any of the following: NC-II in Computer Hardware Servicing, or Licensed Electronics Technician, or Manufacturer's Certified Technician, in at least two (2) locations (in different provinces) in every region where the equipment will be deployed. Signed notarized contract agreement between the bidder and affiliated service partner shall be included in the submission. A valid current Business permit shall be attached in the agreement. Bidder must submit List of Service Centers with contact details for all applicable Lots joined.
3. A three (3) day guarantee to repair the unit/s upon receipt of the request/report of the recipient school. Ensure availability of required spare parts of hardware items for quick response time.
4. In case unit/s cannot be repaired within the three (3) day guarantee period, **Supplier shall provide service unit/s to avoid school disruption on their equipment utilization**, and the unit/s must also be replaced within the maximum of seven (7) calendar days. **Service unit/s** and replacement must be of the same branding specifications and shall be installed prior to pull-out of the defective or unrepairable unit/s.
5. The supplier will be requested to provide the Company profiles and Technical Support contact details. Two different mobile numbers from the main telephone companies to be

	<p>provided and to be operational at least 8 hours/day and 5 days/week (business hours and days).</p> <ol style="list-style-type: none"> 6. Supplier shall set up and manage Helpdesk Support that shall accommodate and process all queries and troubleshooting calls within applicable business hours and business days. 7. Supplier shall accommodate and process the recipient's immediate technical support for both hardware and software. Inquiries coming from the emails, phone calls letters and SMS from different TelCos coming from the recipient school are considered official communication modes and shall be addressed accordingly. 8. Supplier shall submit monthly summary reports of received, resolved, pending and closed issues to DepEd Regional Office. 9. Supplier shall respond reports indicating resolved, pending and closed issues to DepEd Regional and Division. 10. DepEd Regions/Division shall accommodate non-supplier action report at region/division assigned email addresses. 11. Supplier shall provide a technical guide (video clips) on how to install, configure and maintain the DCP packages. 	
--	--	--

NOTE: For purposes of procurement, **“Manufacturer Documentary Proof”** is explicitly defined as unamended manufacturer’s sales documents/literature including brochures, official online sources, or communication from the official email address of the brand manufacturer. **These are considered documents under the column labeled “Evidence of Compliance” and should be submitted as proof of compliance during the bid opening.**

For further information, you may contact the BAC Secretariat at bac.calabarzon@deped.gov.ph.

Please be guided accordingly.


LOIDA N. NIDEA
 BAC Chairperson