



Information Technology Services Group

**Technical Support Services for Centralized Attendance
Monitoring System (CAMS)**

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APPROVAL PAGE

Technical Support Services for
Centralized Attendance Monitoring
System (CAMS)

Technical Specifications

Information Technology Services Group

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A. PROJECT TITLE

Technical Support Services for Centralized Attendance Monitoring System (CAMS)

B. APPROVED BUDGET

Approved Budget:

Fund Center: 903100002 OVP IT Infrastructure Office

Internal Order (For AUCs only): N/A

GL Account: 5102032000 AFME-Computer Expense Maintenance

C. JUSTIFICATION AND BENEFITS

C.1 JUSTIFICATION

The technical support services shall be acquired to address existing issues on the non-production environment of CAMS and also provide assistance in the program development requirements of GSIS.

C.2 BENEFITS

The project shall ensure that non-production environment of CAMS is working properly to provide seamless transition when deploying from non-production to the production environment. It shall also provide further programming skills for GSIS personnel specific to the software used by CAMS.

D. PROJECT SCOPE

The winning bidder must provide onsite technical support services (man-days) to GSIS for its Centralized Attendance Monitoring System (CAMS) valid until December 31, 2020.

E. TECHNICAL SPECIFICATIONS

Instruction to Bidders: Bidders must state in the column “Statement of Compliance” 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 Bidders 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 provisions of ITB Clause 3.1(a)(ii) and/or GCC Clause 2.1(a)(ii).

Item	Specification	Statement of Compliance
E.1 DETAILED SPECIFICATIONS OF THE ITEMS TO BE PROCURED		
	<i>Not Applicable</i>	
E.2 MANPOWER REQUIREMENT		
	The winning bidder must have locally available personnel knowledgeable of GSIS CAMS to provide technical support services during the contract period	
E.3 SUPPORT SERVICE REQUIREMENTS		
	The winning vendor shall provide the following resources to ITSG-GSIS: <ul style="list-style-type: none"> • Oracle BPM Developer (28 Man-days) • QA Tester (2 Man-days) • SAP ABAPER (10 Man-days) One man-day shall be equivalent to eight (8) hours and shall be rendered in GSIS (onsite).	

Item	Specification	Statement of Compliance
	<p>The winning vendor shall provide man-days in relation to the activities below:</p> <ul style="list-style-type: none"> • Rebuild of GSIS CAMS Test environment • Update of playbook for rebuild of CAMS Test environment • Troubleshooting of issues in CAMS Test (if applicable) • Validation of playbook for rebuild of CAMS Test environment • Knowledge Transfer for Oracle BPM 	
	The winning vendor shall provide service report for all man-days rendered as proof of service.	
	GSIS shall coordinate with the winning vendor for the schedule of onsite support.	
E.4 WARRANTY AND AFTER SALES REQUIREMENTS		
	<i>Not Applicable</i>	
E.5 REQUIRED STANDARDS		
	The bidder/supplier must be of good standing and has satisfactory performance with respect to its latest completed project with GSIS. (Note: This is applicable only to the prospective bidder with previous project/s or contract/s with the GSIS which was/were awarded through Public Bidding, Limited Source Bidding or Negotiated Procurement-Two Failed Biddings and was/were entered into within the past three (3) years prior to the date of bid submission. For evaluation/verification purposes, the eligible bidder may be asked to provide additional information regarding its statement prior or during the post-qualification evaluation.)	
E.6 EXISTING SYSTEMS/HARDWARE/SOFTWARE		
	<i>Not Applicable</i>	

Item	Specification	Statement of Compliance
E.7	DRAWINGS, PLANS OR OTHER NECESSARY REQUIREMENTS	
	Not Applicable	

F. 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	Deliverable	Schedule
1	Provision of man-days to GSIS	Within contract period as scheduled by GSIS

G. PAYMENT TERMS

Payment shall be made upon completion of project requirement (i.e. render of man-days) or after 31 December 2020, whichever comes first.

Payment shall be based on actual man-days consumed by GSIS.

H. RESPONSIBILITIES OF THE END-USER UNIT

- Grant the winning service provider’s authorized representative access to its premises, equipment and facilities located therein to perform its obligations, provided that such representative shall be accompanied by the duly assigned GSIS personnel;
- Review and approve Project Plan, if applicable;
- Monitor progress and status of the project;
- Execute Change Management Request;
- Caretaker of submitted Project documents;
- Provide project requirements needed on GSIS side (e.g. workspace, network connection, logistics, coordination, approvals);
- Issue Certificate of Acceptance; and
- Processing of payment.