

**APPROVAL PAGE**

**PREVENTIVE MAINTENANCE OF QUEUING SYSTEM  
AT GSIS CENTRAL OFFICE, PASAY CITY**

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**TECHNICAL SPECIFICATION**

Building and Maintenance Department

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# GSIS Government Service Insurance System

Financial Center, Pasay City, Metro Manila 1308

- Project Title** : Preventive Maintenance of Queuing System at GSIS Central Office
- Approved Budget for the Contract** : Php135,000.00
- Purpose** : Preventive maintenance of the hardware and software components of the queuing system to ensure continuous and efficient operation in the frontline services.

## I. SCOPE OF SERVICES

The Service provider shall supply labor, equipment, materials, parts and expertise on all hardware, peripherals and software components for the complete Preventive Maintenance (PM) of the Queuing System installed at GSIS Central Office as follows:

1. Perform on-site performance check, fine tuning, standard cleaning, inspection, and testing where applicable on the following equipment/parts:
  - 1.1. Server PC Desktop and UPS
  - 1.2. Queuing kiosk and thermal ticket printer
  - 1.3. LED Monitors (55" and 15") and brackets
  - 1.4. HDMI to VGA connectors
2. Conduct on-site repair/service of malfunctioning equipment as necessary.
3. Checking of connectivity of hardware and peripherals
4. Coordinate with the GSIS authorized representatives on the configuration of software to modify assigned transactions according to their current requirement.
5. Installation of all applicable software version upgrades (OS, bundled software), security patches, and feature packs
6. Restoration of corrupted software caused by hardware failure during PM/other incident.
7. Conduct Coordination and Technical meetings with the GSIS Representatives to for proper preparation and validation of work activities.
8. For every completed PM, the service provider shall submit written report including the following information:
  - 8.1. Name of Service Provider's Service Crew/s
  - 8.2. Date and Time In/Out of Service Crew/s
  - 8.3. Preventive Maintenance work done certified by the GSIS Representative
  - 8.4. Description of the units serviced as follows:

- Unit/item Description
  - Type
  - Model
  - Serial Number
- 8.5. Remarks and recommendation
9. One-time user training to GSIS users and turnover/transfer of technology of equipment and system to GSIS Representative.
  10. Replacement of the following defective equipment with new:
    - 10.1. Three (3) units of Thermal Ticket Printer
    - 10.2. One (1) set of 17" Touchscreen Monitor
  11. Supply and delivery of the following accessories:
    - 11.2. One (1) unit of 5-meters HDMI cable
    - 11.3. One (1) unit of Video Port Converter – Display Port (DP) to VGA

## **II. SUPPORT SERVICE REQUIREMENTS**

It is essential that the Service Provider maintains local parts and services facility. The supplier must carry sufficient inventory to cover parts and services within. Further, the supplier shall have a factory trained service representatives to furnish all installations, test, and start-up supervision necessary for final approval and acceptance as well as perform maintenance and repairs on all components as required.

## **III. WARRANTY AND AFTER-SALES SERVICE REQUIREMENTS**

The Preventive Maintenance work shall be guaranteed against defects or poor workmanship under the terms of standard warranty until the next scheduled Preventive Maintenance and shall cover full labor.

## **IV. SCHEDULE AND PLACE OF DELIVERY**

The project duration is from September to December 2020 and must complete the Preventive Maintenance as stated below:

1. The PM activities stated on item I.1. to 9.; the first PM Shall be completed on or before 30 September 2020 and the second PM shall be completed on or before 31 December 2020.
2. The replacement of defective equipment and supply of accessories stated on item I.10. to 11. Shall be completed on or before 30 September 2020.

## **V. TERMS AND CONDITIONS**

1. The Service provider shall conduct site inspection to determine actual scope of works for the complete restoration of the queuing system to its original function prior submission of bid proposal.
2. The Service Provider represents and warrants that it has the capacity to perform its obligations and undertakings according to the terms and

conditions of this project, and hereby warrants that it shall faithfully observe and comply therewith.

3. The Service Provider shall assign technician or engineer in its employ who are qualified to perform PM on the Queuing System and shall submit the curriculum vitae / bio data of the supervisor/s and technician for approval prior to assigning to the GSIS. The GSIS has the right to request for replacement of the Service Provider's personnel for whatever reason.
4. All materials to be supplied and installed must be brand new and free from any defect and must conform to the required specifications. All materials to be installed without prior approval of the GSIS shall be at the risk of rejection.
5. The Service Provider shall maintain or improve performance characteristics to avoid equipment and system breakdown that may disrupt the flow of operations in the frontline services.
6. All works and services provided in this project are to be performed during normal working hours on regular working days except for repairs that may interrupt regular operations.
7. If within twenty-four hours upon arriving on-site, the service contractor fails to restore /repair the malfunctioning part/component, it will be the Service Provider's responsibility to restore the component to normal operation at the expense of the Service Provider and must be fully repaired to a maximum of three (3) working days after breakdown.
8. The Service Provider shall respond to ensure the continuous and optimum operation of the queuing system within two (2) working days upon receipt of phone, email or written notice from the GSIS.
9. The Service Provider's liability for any loss, damage or delay arising from any act, default or omission, negligence or otherwise, in or about the performance and completion of this project shall be restricted to liability for physical damage or injury to any person and damage to property, which in any such case is the natural, immediate and foreseeable result of such act, default or omission caused by the Service Provider, its servants or agents for which it is solely responsible.
10. The Service Provider shall at all times be directly responsible for the acts or conducts of the personnel under its employ, for their salaries, wages or compensation or for other benefits provided for under existing and applicable labor laws.
11. The Service provider shall not disclose any confidential, proprietary and private information belonging to the GSIS they may become aware without the expressed permission of the GSIS.

## **VI. TERMS OF PAYMENT**

1. Payment will be made upon submission of the Service Provider of the following documents subject to all applicable taxes:
  - Letter Request for Payment
  - Sales Invoice
  - Other documents required in this Technical Specification.
2. Final payment will be made upon submission of complete documents as stated above and upon issuance of the Certificate of Completion and Acceptance by the BMD.
3. When the Supplier fails to satisfactorily deliver goods within the specified delivery schedule, inclusive of duly granted time extensions, if any, the supplier shall be liable for damages for the delay and shall pay the procuring entity liquidated damages, an amount equal to one-tenth (1/10) of one percent (1%) of the cost of the delayed goods scheduled for delivery, for every day of delay until such goods are finally delivered and accepted by the procuring entity concerned.

## **VII. RESPONSIBILITY OF THE GSIS REPRESENTATIVES DURING PROJECT IMPLEMENTATION**

1. Issue written permits, clearances to allow the Service Provider crew/s to access into the site.
2. In the implementation of work, the GSIS or its representative shall not be responsible for any accident such; as death injuries and diseases received by the contractor or any of his employee or laborers. Likewise, the GSIS shall not be responsible for any loss or damage of materials, tools, equipment delivered on the job site. Damages on the GSIS properties and equipment caused by the contractor shall be replaced / repaired at his own expense to the satisfaction of the GSIS. In the event of failure of repair and or replacement of the same, the GSIS shall deduct the cost of such repairs from the payment due to the contractor.