



BIDS AND AWARDS COMMITTEE

REQUEST FOR QUOTATION

18/F UCPB Building
7907 Makati Avenue, Makati City
Philippines 0728

tel: (632) 811-9000
fax: (632) 811-9586

UCPB Savings, Inc. (UCPBS) invites all interested suppliers, which are registered in the Philippine Government Electronic Procurement System (PhilGEPS), to submit their lowest price proposal/ quotation for the **Procurement of MS Exchange Support and Maintenance Service (RFQ-ITD-004-28-04-2022)**, subject to the attached Terms of Reference (TOR):

Project Name:	Procurement of MS Exchange Support and Maintenance Service
Reference No.:	RFQ-ITD-004-28-04-2022
Location:	UCPBS Head Office, 18 th floor, UCPB Corporate Offices Building, 7907 Makati Avenue, Makati City
Approved Budget:	Seven Hundred Fifty Thousand Pesos Only (Php750,000.00) including all applicable fees, charges and taxes.

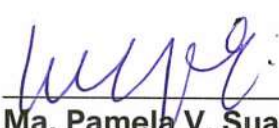
Please use the attached Reply Slip in submitting the proposal/price quotation to the UCPB Savings Head Office at the contact information indicated below. The deadline of submission is on **May 20, 2022 /Friday** not later than **2:00pm**.

Contact Person : Eugene Asis, Procurement Officer
Office Address : Penthouse, UCPB Corporate Offices Building, 7907 Makati Ave.
Telephone No. : (+632) 8811-9000 loc 7245
Email Address : bacsecretariat@ucpbsavings.com/ EPasis@ucpbsavings.com


Dronel A. Espina

BAC Secretariat

Date: 


Ma. Pamela V. Suarez

BAC Chairperson

Date: 12 May 2022

TERMS OF REFERENCE FOR GOODS AND SERVICES

Section 1: PURPOSE/ OBJECTIVE

The UCPB SAVINGS (UCPBS) is in need of service provider(vendor) that can provide **MS Exchange Support and Maintenance Service.**

Section 2: MODE OF PROCUREMENT

UCPB SAVINGS (UCPBS) shall undertake procurement through the modality of Small Value Procurement (SVP) pursuant to Section 53.9 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9184, otherwise known as the "Government Procurement Reform Act".

Section 3: APPROVED BUDGET FOR THE CONTRACT (ABC)

The price proposal or quotation should not exceed the Approved Budget for the Contract of **Seven Hundred Fifty Thousand Pesos Only (Php750,000.00) inclusive of all applicable fees, charges and taxes.**

Section 4: SPECIFICIATIONS, REQUIREMENTS, AND SCOPE OF WORKS

Requirement: **MS Exchange Support and Maintenance Service for One Year.**

A. Service Definition

The IT services to be rendered by Supplier to UCPBS shall be Technical Support Services defined as:

- Any task or activity done by Supplier through electronic mail, telephone, messaging platforms (e.g. Viber, WhatsApp) or on-site presence, for the purpose of providing technical support or assistance to UCPBS to troubleshoot, configure, update and check the performance of the Solution.
- Technical Support and/or assistance shall include; the provision of analysis and recommendations and the performance or fulfillment of the recommendation/s.

B. Availability of Support to UCPBS

Technical Support Services shall be available from Mondays through Sundays (working-hours and non-working hours).

C. Scope of Local Support Services

- The Supplier, through a Service or Help Desk, shall provide technical support assistance by electronic mail, telephone, and messaging platforms.
- The Supplier's Service Desk shall be staffed with technically competent support engineers. The Service Desk shall be the single point-of-contact for UCPBS for Local Support Services.
- Service Desk operations shall be supported by the Supplier's internal electronic ticketing system, along with the necessary electronic mail and telephony systems.
- For support requests that cannot be resolved remotely, On-site support shall be provided by Supplier.

Support Level

Supplier shall directly provide Levels 1 and 2 Technical Support to UCPBS's support requests. These Levels are defined as:

Level 1 Technical Support – First-line support involving the tasks of problem identification, understanding UCPBS's expectations, initial problem diagnosis, and basic technical troubleshooting based on Supplier's knowledgebase of known problems and resolutions.

Level 2 Technical Support – Advanced Support involving the tasks of complex problem identification, in-depth problem diagnosis, and advanced technical troubleshooting. In some cases, if necessary, reproduction of the problem by Supplier, in coordination with UCPBS, is necessary to arrive at a solution.

Supplier shall facilitate resolution of support requests requiring Levels 3 and 4 support involving 3rd party supplier(s), including the Manufacturers-Principals, who developed and who have intellectual property rights over the Solution. These levels are defined as:

Level 3 Technical Support – Support of this nature will require the involvement of the 3rd party supplier to conduct research and development to a new and/or unknown issue. Such issues shall require solutions such as bug fix, error correction, custom engineering or interim patch or fix for the Solution to operate as required by UCPBS, which only the 3rd Party supplier may provide.

Level 4 Technical Support – Support of this nature will involve the 3rd Party supplier's integration of the resolution to the Solution as an official patch, feature or capability.

Regardless of Support Level, UCPBS's concerns, incidents and queries may be referred to the 3rd Party supplier from whom the supported Solution originated without any additional cost to UCPBS.

Service Management and Reporting

Supplier shall handle and manage UCPBS's service requests in accordance with workflow procedures approved by UCPBS.

Quarterly reports on support requests and reported incidents will be completed by Supplier and submitted to UCPBS. Quarterly status reports will be discussed by the Supplier Account Service Manager with UCPBS to ensure that UCPBS is aware of possible support issues and risks faced by UCPBS.

D. Severity Levels

To facilitate the rendering of Local Support Services, UCPBS shall classify service call according to the Severity Levels below:

Severity Level	Description	Maximum Response Time	Maximum Time Until Onsite
1	<ul style="list-style-type: none"> ✓ Failure which causes major impact to UCPBS Business ✓ Covered Solution or System is not operational. <p>Examples:</p> <ul style="list-style-type: none"> - System Hang (unable to save work in progress); - System functionality failure causes data losses or system unusable; - System down; - Functionality failure renders system ineffective 	2 Hours	4 hours
2	<ul style="list-style-type: none"> ✓ Failure causing severe degradation of UCPBS business ✓ Covered Solution or System is not operating with full capability but is still operational. <p>Examples:</p> <ul style="list-style-type: none"> - Impaired or broken functionality with significant impact to applications; - Frequent application failure, but no data loss; - Serious but predictable management system failure - Significant system performance degradation 	3 Hours	8 Hours
3	<ul style="list-style-type: none"> ✓ Degradation of machine performance causing inconvenience to the business. 	4 hours	2 days



	✓ Covered Solution or System is up and running with limited or no significant impacts. Examples: <ul style="list-style-type: none"> - Bugs which cause limited or no direct impact to performance and functionality - Request to replace a bug work-around; - Limited impact defective functionality - System performance support questions and issues. 		
4	A minor event causing little or no impact to UCPBS business. Examples: <ul style="list-style-type: none"> - Scheduled activities agreed with UCPBS - Methods of Procedure (MOP) 	6 Hours	4 Days
5	The call is undergoing ongoing monitoring, but no further action is required. Examples: <ul style="list-style-type: none"> - Requests for status updates on action taken/plans; - Monitoring Reports/Feedback on action steps taken. 	1 Day	Not Applicable

Section 5: DELIVERABLES/ TIMELINES

The one-year support and maintenance service shall be provided within thirty (30) working days upon receipt of the notice to proceed (NTP).

Section 6: TERMS, CONDITIONS AND SCHEDULE OF PAYMENT

1. The vendor undertakes to keep all the data and information received from the UCPBS confidential, shall not use or processed such data for any other purpose other than for the service herein, and shall handle such data with full compliance to the Data Privacy Act.
2. The UCPBS shall make a payment upon certification by its representative that the goods and/or services have been delivered and/or rendered in accordance with the TOR, and have been duly accepted.
3. Payment shall be made within thirty (30) working days upon receipt billing statement and confirmation of subscription.
4. The request for payment shall be made to the UCPBS in writing, accompanied by an invoice describing, as appropriate, the output/report delivered and/or services



performed, and by submission of other required documents and obligations stipulated in this TOR, if any.

Section 7: SUBMISSION, RECEIPT, MODIFICATION AND WITHDRAWAL OF BIDS

1. Interested service providers shall submit their price proposal/quotations through their duly authorized representative.
2. Price proposals/quotations shall contain the following documents:

A. TECHNICAL AND ELIGIBILITY PROPOSAL

Eligibility Requirement	Documents to be submitted / presented (Valid and Current)
a) Must be duly registered Philippine Corporation, sole proprietorship or partnership of Filipino citizenship providing actuarial services in banking industry.	a. SEC Registration, Articles of Incorporation, By-Laws, and Latest GIS for Corporation b. SEC Registration and Articles of Partnership for Partnership c. DTI and Application of Business Name for Sole Proprietor d. Valid and Current Mayor's Permit/ Business Permit/ BIR Registration e. PhilGEPS Registration Number/ Certificate f. Notarized Omnibus Sworn Statement in accordance with prescribed form in Annex C g. Income/ Business Tax Return
b) Must have experience/ track record of completed contract/project of the same nature in the Philippines for the past three (3) years, preferably with the banks.	Submit a list of all clients and the completed projects/contract for the past three (3) years.

Based on the eligibility requirements, service providers will be rated as "Pass" or "Failed".

B. FINANCIAL PROPOSAL

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| c) Completely and properly filled-out Financial Component Form (See Annex B)

d) The total amount shall be equal or less than ABC. All quotations exceeding the ABC shall be automatically rejected.

e) Price proposals/ quotations shall be quoted in Philippine Peso and inclusive of all applicable taxes and charges. |
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3. Price proposals/ quotations shall remain valid for a period not exceeding forty-five (45) calendar days from the date of the opening of price proposals/quotations.
4. The sealed price proposals/ quotations shall be received by the BAC Secretariat on the date, time and place specified in the Request for Quotation.
5. A vendor may modify its price proposals/ quotations before the deadline for the submission of price proposals/quotations.
6. A vendor may, through letter, withdraw its price proposals/ quotations before the deadline for submission of price proposals/ quotations. Withdrawal of any price proposals/ quotations after the deadline shall subject the concerned vendor to appropriate sanctions as prescribed in the IRR of RA 9184.

Section 8: RIGHT TO REJECT PRICE PROPOSAL/ QUOTATIONS AND ANNUL THE PROCUREMENT PROCESS

The UCPBS (Bank) reserves the right to reject any or all price proposals/ quotations and to annul the procurement process, at any time prior to contract award, without thereby incurring any liability to the affected vendor, and to accept only the offer that is most advantageous to the Government.

ANNEX "A"

TECHNICAL PROPOSAL REPLY SLIP

TECHNICAL PROPOSAL		
Particulars	Requirement per TOR	Statement of Compliance
MS Exchange Support and Maintenance Service (RFQ-ITD-004-28-04-2022)	As stated in TOR	

Grand Total (Amount in Words):

NOTES:

1. The vendor shall indicate its compliance to UCPBS Technical Requirements on the column marked "STATEMENT OF COMPLIANCE" by using **only the words "COMPLY" or "FOLLOWED". Symbols or characters such as "DITTO" or QUOTATION MARKS are NOT ACCEPTABLE.** Should the vendor deviate from UCPBS requirements, it shall indicate the exact offer on the space provided in the same column marked as "STATEMENT OF COMPLIANCE". Supporting documentation and technical brochures must be provided.
2. In case the provided spaces are not enough, use additional sheet and indicate "SEE ATTACHED" on the space provided.
3. Unless otherwise specified, requirements indicated above are minimum.
4. Failure to provide the necessary information/ data required in this Technical Proposal Reply Slip may cause the disqualification of bid.

Vendor's Name:	
Authorized Representative:	
Designation:	
Contact Number:	
Signature:	
Date:	
PhilGEPS Registration Number:	

ANNEX “B”

FINANCIAL COMPONENT FORMS REPLY SLIP



BID FORM

Date: _____

TO: **The Bids and Awards Committee (BAC)**
UCPB SAVINGS, INC.
Penthouse, UCPB Corporate Offices
7907 Makati Avenue, Makati City

Project Name : **MS EXCHANGE SUPPORT AND MAINTENANCE SUPPORT
SERVICE**

Reference No.: **RFQ-ITD-004-28-04-2022**

Gentlemen:

Having examined the Terms of Reference including Bid Bulletin Numbers, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to UCPBS in conformity with the said Terms of Reference for the sum of *[insert amount in words and figures]* or such other sums as may be ascertain in accordance with the Bid Prices attached herewith and made part of this bid

We undertake, if our Bid is accepted, to deliver the goods and services in accordance with the delivery schedule specified in Section 5 of this TOR.

We agree to abide by this bid for the Bid validity period specified in Section 7 of this TOR, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a Formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the lowest or any Bid that you may receive. We certify/confirm that we comply with the eligibility requirements as per Section 7.

Name: _____

Legal capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of: _____

Date: _____



ANNEX "C"

OMNIBUS SWORN STATEMENT

Omnibus Sworn Statement (Revised)

[shall be submitted with the Bid]

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

[If a sole proprietorship:] I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

[If a partnership, corporation, cooperative, or joint venture:] I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

[If a sole proprietorship:] As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

[If a partnership, corporation, cooperative, or joint venture:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, **by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;**

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true

and correct;

5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *[Select one, delete the rest:]*

[If a sole proprietorship:] The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a partnership or cooperative:] None of the officers and members of [Name of Bidder] is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a corporation or joint venture:] None of the officers, directors, and controlling stockholders of [Name of Bidder] is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. [Name of Bidder] complies with existing labor laws and standards; and
8. [Name of Bidder] is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
 - a. Carefully examining all of the Bidding Documents;
 - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
 - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the [Name of the Project].
9. [Name of Bidder] did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

10. **In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with**



unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.

IN WITNESS WHEREOF, I have hereunto set my hand this __ day of __, 20__ at _____, Philippines.

[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]

[Insert signatory's legal capacity]

Affiant

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]