



BIDS AND AWARDS COMMITTEE

REQUEST FOR QUOTATION

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 Annual Maintenance Support Service for UCPBS ATM Units Nationwide (RFQ-OPS-004-15-07-2022)**, subject to Terms of Reference (TOR) below:

Project Name:	Annual Maintenance Support Service for UCPBS ATM Units Nationwide
Reference No.:	RFQ-OPS-004-15-07-2022
Location:	UCPBS Head Office, 18 th floor, UCPB Corporate Offices Building, 7907 Makati Avenue, Makati City
Approved Budget:	Three Million Seven Hundred Sixty-Seven Thousand Four Hundred Pesos Only (Php3,767,400.00) 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 or thru online submission. The deadline of submission is on **August 11, 2022 /Thursday** 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



Dronnel A. Espina

BAC Secretariat

Date: 4 Aug 2022



Ma. Pamela V. Suarez

BAC Chairperson

Date: _____

TERMS OF REFERENCE FOR GOODS AND SERVICES

Section 1: PURPOSE/ OBJECTIVE

UCPB SAVINGS (UCPBS) is in need of vendor that can provide annual maintenance support service for UCPBS ATM units nationwide (RFQ-OPS-004-15-07-2022).

Section 2: MODE OF PROCUREMENT

UCPB SAVINGS (UCPBS) shall undertake procurement through the modality of alternative methods of procurement, particularly **Direct Contracting** due to proprietary nature and exclusivity as provided under Section 50., Rule XVI of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9184, otherwise known as the "Government Procurement Reform Act".

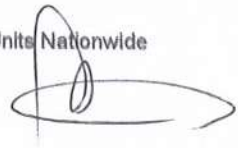
Section 3: APPROVED BUDGET FOR THE CONTRACT (ABC)

1. The price proposal or quotation should not exceed the Approved Budget for the Contract (ABC) of **Three Million Seven Hundred Sixty-Seven Thousand Four Hundred Pesos Only (Php3,767,400.00)**, inclusive of taxes and association dues as shown breakdown below.

- a. Monthly Rate of Service : Php6,300.00 per ATM unit
- b. Number of ATM nationwide : 51 units
- c. Covering period : September 1, 2022 to August 31, 2023
- d. Project cost breakdown (below)

Number of ATM Units	Monthly Rate per unit	Period Coverage (No. of Months)	Total
49	Php6,300.00	Sept – December 2022 (4 months)	Php1,234,800.00
49	Php6,300.00	January – August 2023 (8 months)	Php2,469,600.00
1	Php6,300.00	March – August 2023 (6 months)	Php37,800.00
1	Php6,300.00	May – August 2023 (4 months)	Php25,200.00
TOTAL BUDGET FOR THE CONTRACT			
51	Php6,300.00	September 1, 2022 to August 31, 2023	Php3,767,400.00





2. Quotations exceeding the Approved Budget for the Contract (ABC) shall be automatically rejected;
3. Award of contract shall be made to the lowest quotation which complies with the minimum technical specifications and other terms and conditions stated herein as determined during the post-qualification procedure.

Section 4: SPECIFICIATIONS, REQUIREMENTS, AND SCOPE OF WORKS

1. Service Definition

The ATM second line maintenance and support service to be rendered by Vendor to UCPBS shall be Technical Support Services defined as:

Quantity	Description
51 ATM units (all branches)	Remedial Maintenance - Defined as repairs or fixes to the equipment not performed on a preventative basis. Preventive Maintenance - Defined as maintenance performed during second line maintenance service calls whereby the technician providing second line maintenance services will perform the Diebold Nixdorf quality checklist that includes inspection of high usage components, cleaning of the fascia, and minor adjustments.

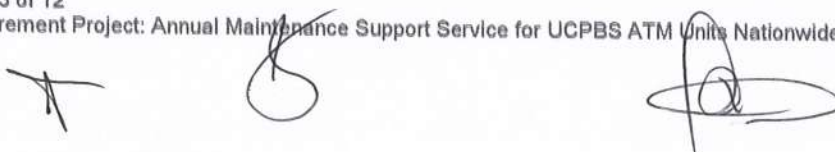
- Any task or activity done by Supplier through electronic mail, telephone, messaging platforms (e.g. Viber, WhatsApp) or on-site presence, for the purpose of providing technical support or assistance to UCPBS to troubleshoot, configure, update and check the performance of the ATM unit.
- Technical Support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

2. Availability of Support to UCPBS

Support Type	Availability	Time
Onsite and Remotely (Telephone and Email support)	Monday to Friday	8:00am to 10:00pm Helpdesk

3. Scope of Local Support Services

- a. Hardware and Software Support Reload
- b. Genuine Parts and Labor
- c. Quarterly Preventive Maintenance
- d. Nationwide Support for all ATM units
- e. The Vendor, through a Service or Help Desk, shall provide technical support assistance by electronic mail, telephone, and messaging platforms.



- f. The Vendor'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.
- g. Service Desk operations shall be supported by the Vendor's internal electronic ticketing system, along with the necessary electronic mail and telephony systems.
- h. For support requests that cannot be resolved remotely, On-site support shall be provided by Vendor.

4. Response Time Commitment

- a. Within two (2) hours for Metro Manila, Metro Cebu and Metro Davao
- b. Within twenty-four (24) hours for provincial sites or first available transportation to the site.

5. Repair Time

- a. Repair time shall be within four (4) hours from the start of repair for Metro Manila, Metro Cebu and Metro Davao
- b. Repair time shall be within four (4) hours upon the start of the repair works for sites outside of Metro Manila, Metro Cebu and Metro Davao
- c. Repair time for all outside Metro Manila, Metro Cebu and Metro Davao based on EQUIPMENT shall be twenty-four (24) hours from the start of repair works. In both cases, if there are parts that are deemed to be replaced on the EQUIPMENT, the repair time shall be forty-eight (48) hours upon start of repair works.

6. Penalty or Sanction for unable to meet the required response time and resolution/ repair time

Type of Problem	Penalty Charge
Delayed Response Time	Php100.00 per hour per trouble ticket or incident
Delayed Resolution Time	Php100.00 per hour per trouble ticket or incident

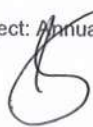
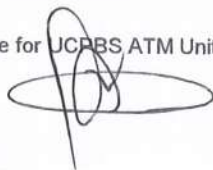
- a. The total of penalties in any given month shall not exceed one hundred (100) hours
- b. The Bank shall notify the vendor within sixty (60) days should there be penalties

7. ATM Details and Locations

No	Branch	Tmml No.	Site	ATM Model	Serial Number	Delivery Date	End of Warranty	MA Start Date
1	Pili	310	Pili	ProCash 2050xe USB	56BQ202021	21-Sep-2012	20-Sep-2017	1-Oct-2018
2	Sta. Ignacia	530	Sta. Ignacia	ProCash 2050xe USB	56BQ202018	21-Sep-2012	20-Sep-2017	1-Oct-2018
3	Libmanan	330	Libmanan	ProCash 2050xe USB	56BQ202013	21-Sep-2012	20-Sep-2017	1-Oct-2018

4	Sablayan	410	Sablayan	ProCash 2050xe USB	56BQ202014	21-Sep-2012	20-Sep-2017	1-Oct-2018
5	Lucban	620	Lucban	ProCash 2050xe USB	56BQ202016	21-Sep-2012	20-Sep-2017	1-Oct-2018
6	Calauag 1	650	Calauag 1	ProCash 285 KMAT	56DY400019	4-Oct-2012	3-Oct-2017	1-Nov-2018
7	Lamitan	860	Lamitan	ProCash 2050xe USB	56BQ202020	23-Oct-2012	22-Oct-2017	1-Oct-2018
8	Aloran	860	Aloran	ProCash 280 KMAT	64DU200900	17-Jan-2013	16-Jan-2018	1-Oct-2018
9	Caramoan	340	Caramoan	ProCash 2050xe USB	56BQ300263	27-Feb-2013	26-Feb-2018	1-Oct-2018
10	Sogod	960	Sogod	ProCash 2050xe USB	56BQ300261	8-Apr-2013	7-Apr-2018	1-Oct-2018
11	Tanay	500	Tanay	ProCash 2050xe USB	56BQ300262	8-Apr-2013	7-Apr-2018	1-Oct-2018
12	Bacolod	900	Bacolod	ProCash 2050xe USB	56BQ300349	22-Apr-2013	21-Apr-2018	1-Oct-2018
13	Lapasan	810	Lapasan	ProCash 2050xe USB	56BQ300345	22-Apr-2013	21-Apr-2018	1-Oct-2018
14	Dipolog	870	Dipolog	ProCash 2050xe USB	56BQ301164	1-Jun-2013	31-May-2018	1-Oct-2018
15	Tanza	700	Tanza	ProCash 2050xe USB	56BQ301162	8-Jun-2013	7-Jun-2018	1-Oct-2018
16	Sta. Rosa	560	Sta. Rosa	ProCash 2050xe USB	56BQ302726	22-Jun-2013	21-Jun-2018	1-Oct-2018
17	Sta. Cruz	280	Sta. Cruz	ProCash 2050xe USB	56BQ302721	3-Sep-2013	2-Sep-2018	1-Oct-2018
18	Kalayaan	290	Kalayaan	ProCash 280 RL KMAT	56DU301230	8-Apr-2013	7-Apr-2018	1-Oct-2018
19	Nagcarlan	920	Nagcarlan	ProCash 280 RL KMAT	56DU304853	29-Sep-2013	28-Sep-2018	1-Oct-2018
20	Atimonan	630	Atimonan	ProCash 2050xe USB	56BQ302724	27-Jul-2013	26-Jul-2018	1-Oct-2018
21	Morong	510	Morong	ProCash 2050xe USB	56BQ302720	27-Sep-2013	26-Sep-2018	1-Oct-2018
22	Escalante	940	Escalante	ProCash 2050xe USB	56BQ302730	27-Sep-2013	26-Sep-2018	1-Oct-2018
23	Tuburan	970	Tuburan	ProCash 2050xe USB	56BQ302727	27-Sep-2013	26-Sep-2018	1-Oct-2018
24	GOA	320	GOA	ProCash 280 RL KMAT	56DU304854	7-Dec-2013	6-Dec-2018	1-Jan-2019
25	Puerto Princesa	420	Puerto Princesa	ProCash 285 KMAT	56DY300022	17-Dec-2013	16-Dec-2018	1-Jan-2019
26	Lamitan 2	8602	Lamitan 2	ProCash 2050xe USB	56BQ302722	18-Nov-2013	17-Nov-2018	1-Dec-2018
27	San Jose Batangas	540	San Jose Batangas	ProCash 285 KMAT	56DY300076	27-Feb-2014	26-Feb-2019	1-Mar-2019
28	Malolos	550	Malolos	ProCash 285 KMAT	56DY300077	27-Feb-2014	26-Feb-2019	1-Mar-2019
29	Borongan	980	Borongan	ProCash 285 KMAT	56DY400018	16-Apr-2014	15-Apr-2019	1-May-2019
30	La Castellana	930	La Castellana	ProCash 285 KMAT	56DY300084	11-Jan-2014	10-Jan-2019	1-Feb-2019
31	Alaminos	640	Alaminos	ProCash 285 KMAT	56DY400016	28-May-2014	27-May-2019	1-Jun-2019
32	Naga Cebu	990	Naga Cebu	ProCash 285 KMAT	56DY400012	2-Sep-2014	1-Sep-2019	1-Sep-2019

33	Iloilo	910	Iloilo	ProCash 285 KMAT	56DY400010	22-Jul-2014	21-Jul-2019	1-Aug-2019
34	Numancia	950	Numancia	ProCash 285 KMAT	56DY400007	22-Jul-2014	21-Jul-2019	1-Aug-2019
35	Tayabas	610	Tayabas	ProCash 2050xe USB	56BQ202022	21-Sep-2012	20-Sep-2017	1-Oct-2018
36	Calauag 2	6501	Calauag 2	ProCash 285 KMAT	56DY400013	4-Oct-2014	3-Oct-2019	1-Nov-2019
37	Lingayen	570	Lingayen	ProCash 285 KMAT	56DY400065	15-Oct-2014	14-Oct-2019	1-Nov-2019
38	Bulua	820	Bulua	ProCash 280 RL KMAT	56DU408753	22-Dec-2014	21-Dec-2019	1-Jan-2020
39	CDO	800	CDO	ProCash 280 RL KMAT	56DU408752	22-Dec-2014	21-Dec-2019	1-Jan-2020
40	Davao	880	Davao	ProCash 280 RL KMAT	56DU408755	20-Feb-2015	19-Feb-2020	1-Mar-2020
41	Glan	850	Glan	ProCash 280 RL KMAT	56DU408754	23-Feb-2015	22-Feb-2020	1-Mar-2020
42	Batac	580	Batac	ProCash 285 KMAT	56DY500071	29-Apr-2015	27-Apr-2020	1-May-2020
43	Tagum	890	Tagum	ProCash 285 KMAT	56DY500456	22-Sep-2015	20-Sep-2020	1-Oct-2020
44	Mabalacat	520	Mabalacat	ProCash 285 KMAT	56DY500443	13-Oct-2015	11-Oct-2020	1-Nov-2020
45	San Jose Del Monte	590	San Jose Del Monte	ProCash 285	56DY502270	16-Jan-2016	14-Jan-2021	1-Feb-2021
46	Ormoc	981	Ormoc	ProCash 285	56DY502267	27-Jun-2016	26-Jun-2021	1-Jul-2021
47	Rizal Avenue	210	Rizal Avenue	ProCash 285	56DY501940	13-Sep-2016	13-Sep-2021	13-Oct-2021
48	Alabang	430	Alabang	ProCash 285	56DY502268	10-Apr-2017	9-Apr-2022	1-May-2022
49	Alfonso	7101	Alfonso	ProCash 285 KMAT	56DY500454	3-May-2017	2-May-2022	1-Jun-2022
50	Tiaong	660	Tiaong	ProCash 285 KMAT	56DY500442	20-Feb-2018	19-Feb-2023	1-Mar-2023
51	La Trinidad	600	La Trinidad	ProCash 285 KMAT	56DY500472	11-Apr-2018	11-Apr-2023	11-May-2023
52	Leyte	982	Leyte	ProCash 280 RL KMAT	56HGL00305	30-Apr-2019	29-Apr-2024	10-May-2024
53	Ilagan	531	Ilagan	ProCash 280 RL KMAT	56HG800722	23-Jan-2019	22-Jan-2024	2-Feb-2024
54	Daraga	311	Daraga	ProCash 280 Rearload	56HGL00303	16-Sep-2019	15-Sep-2024	16-Oct-2024
55	Calapan	641	Calapan	ProCash 280 RL KMAT	56DU408757	22-Nov-2019	21-Nov-2024	1-Dec-2024
56	Bacnotan	601	Bacnotan	ProCash 280 Rearload	J821001825	9-Jan-2020	8-Jan-2025	1-Feb-2025
57	Orion	555	Orion	ProCash 280 Rearload	J821001804	30-Apr-2020	30-Apr-2025	1-May-2025
58	Gandara	983	Gandara	ProCash 280 Rearload	J821001805	13-Jun-2020	12-Jun-2025	1-Jul-2025
59	Rizal Nueva Ecija	521	Rizal Nueva Ecija	PC 280 RL	J821004292	29-Dec-2020	11-Dec-2025	01-Jan-2025
60	Alfonso 2	7101	Alfonso 2	Pro Cash_280RL	J821004293	22-Jul-2021	15-Jul-2026	01-Aug-2026
61	Aloran 2	8301	Aloran 2	Pro Cash_280RL	J821004294	14-Oct-2021	14-Oct-2026	01-Nov-2026

Section 5: DURATION OF CONTRACT

The annual maintenance support service shall be for a period of One (1) Year which will commence from September 1, 2022 to August 31, 2023.

Section 6: DOCUMENTARY REQUIREMENTS

The prospective lessors must submit a draft contract, and the following valid, unexpired, authentic documents:

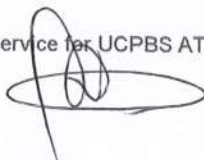
1. Copy of PhilGEPS Registration certificate or number;
2. Mayor's Permit;
3. Business Income Tax Return;

Section 7: SCHEDULE OF PAYMENT

1. The Vendor shall issue invoices/ billing statement to UCPBS on a monthly basis in respect of charges accrued in the prior month, each invoice to set out in sufficient details the calculation of the charges, and to be accompanied by such information as UCPBS may reasonably require for verification of the same.
2. Payment shall be made within thirty (30) working days upon receipt of invoice/ billing statement.
3. All rates shall be inclusive of all applicable taxes including 12% VAT.
4. The Vendor shall issue Official Receipt (OR) upon issuance of Credit Memo from UCPBS Controllorship Division, as proof of remittance of payment.
5. The Vendor is encouraged to open a savings/ current account/s with UCPBS, which shall be used for payment purposes.

Section 8: SUBMISSION, RECEIPT, MODIFICATION AND WITHDRAWAL OF BIDS

1. Interested Vendor shall accomplish and submit all forms (**Annex A, B, and C**) with their proposal/quotation through their duly authorized representative.
2. Only one (1) set of documents certified to be true copies of the original shall be required. The envelope shall contain the name of the project in capital letters and bear the name and address of the lessor in capital letters.
3. Proposals and other documents required shall be submitted manually to UCPBS BAC Secretariat Office at 18th Floor, UCPB Corporate Offices Building, 7907 Makati Avenue, Makati City, on or before the deadline of submission as stated in this Request for Quotation (RFQ).



Late submission of quotations shall not be accepted and considered.

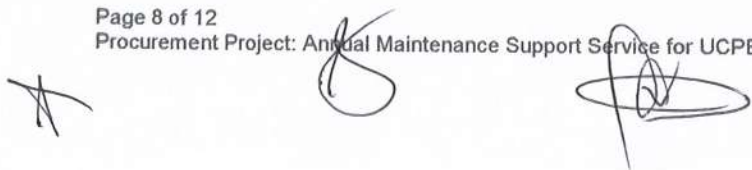
4. Unsealed or unmarked envelopes shall be rejected. However, envelopes that are not properly sealed and/or marked shall be accepted, provided that the lessor or its duly authorized representative shall acknowledge such condition of the proposal as submitted.

The UCPBS BAC shall assume no responsibility for the misplacement of the contents of the improperly sealed or marked proposal, or for its premature opening.

5. In case of modification, it must be done before the deadline for submission and receipt of proposals, and labelled as a "modification". The time stamped or indicated in the latest proposal received shall be the official time of submission.
6. The proposals/quotations shall contain the following documents:
 - a. Mayor's Permit for the year 2022;
 - b. PhilGEPS Registration Number;
 - c. Latest Income Tax Return and VAT returns (*filed copy from electronic filing and payment system*);
7. 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.
8. A vendor may modify its price proposals/ quotations before the deadline for the submission of price proposals/quotations.
9. 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 9: 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 lessor, and to accept only the offer that is most advantageous to the Government.





Date: _____

Proposal Form (Annex A)

The Bids and Awards Committee
UCPB Savings, Inc.
Penthouse, UCPB Corporate Offices Building
7970 Makati Avenue, Makati City

Project Name: **Annual Maintenance Support Service for UCPBS
ATM Units Nationwide**
Reference No.: **RFQ-OPS-004-15-07-2022**

Gentlemen:

Having examined the Request for Quotation and TOR (RFQ-OPS-004-15-07-2022), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to UCPBS in conformity with the said Terms of Reference (TOR) for the sum stated hereunder:

QTY	UOM	ITEM DESCRIPTION	TOTAL AMOUNT
1	Lot	Annual Maintenance Support Service for UCPBS ATM Units Nationwide	Php3,767,400.00
Total Price in words:			

We undertake, if our proposal is accepted, to perform the services/deliver the goods as identified in the Schedule of Requirements and Technical Specifications.

We agree to abide by this bid for the proposal validity period specified *in Section 8.7 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 Proposal, 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 Proposal that you may receive. We certify/confirm that we comply with the eligibility requirements as per Section 10.

Name: _____

Legal capacity: _____

Signature and Date: _____

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

Bid Securing Declaration Form

[shall be submitted with the Bid if bidder opts to provide this form of bid security]

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

BID SECURING DECLARATION Project Identification No.: *[Insert number]*

To: *[Insert name and address of the Procuring Entity]*

I/We, the undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid Security, which may be in the form of a Bid Securing Declaration.
2. I/We accept that: (a) I/we will be automatically disqualified from bidding for any procurement contract with any procuring entity for a period of two (2) years upon receipt of your Blacklisting Order; and, (b) I/we will pay the applicable fine provided under Section 6 of the Guidelines on the Use of Bid Securing Declaration, within fifteen (15) days from receipt of the written demand by the procuring entity for the commission of acts resulting to the enforcement of the bid securing declaration under Sections 23.1(b), 34.2, 40.1 and 69.1, except 69.1(f), of the IRR of RA No. 9184; without prejudice to other legal action the government may undertake.
3. I/We understand that this Bid Securing Declaration shall cease to be valid on the following circumstances:
 - a. Upon expiration of the bid validity period, or any extension thereof pursuant to your request;
 - b. I am/we are declared ineligible or post-disqualified upon receipt of your notice to such effect, and (i) I/we failed to timely file a request for reconsideration or (ii) I/we filed a waiver to avail of said right; and
 - c. I am/we are declared the bidder with the Lowest Calculated Responsive Bid, and I/we have furnished the performance security and signed the Contract.

IN WITNESS WHEREOF, I/We have hereunto set my/our hand/s this ____ day of *[month]* *[year]* at *[place of execution]*.

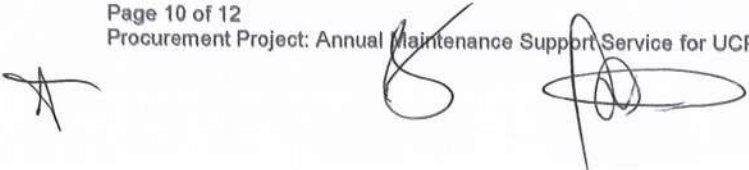
*[Insert NAME OF BIDDER OR ITS AUTHORIZED
REPRESENTATIVE]*

[Insert signatory's legal capacity]

Affiant

[Jurat]

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



Schedule of Requirement (Annex B)

SCHEDULE OF REQUIREMENTS

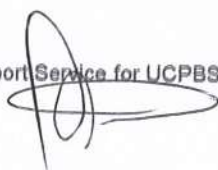
QTY	UOM	ITEM DESCRIPTION	DELIVERY SCHEDULE
1	Lot	Annual Maintenance Support Service for UCPBS ATM Units Nationwide (RFQ-OPS-004-15-07-2022)	September 1, 2022 to August 31, 2023

I hereby commit to deliver the required quality and quantities of upon receipt of the Notice to Proceed (NTP) as indicated above.

Name of Company

Signature over printed name
of the Authorized Representative

Date



Technical of Requirements (Annex C)

TECHNICAL REQUIREMENTS

Project Name : ANNUAL MAINTENANCE SUPPORT SERVICE FOR
UCPBS ATM UNITS NATIONWIDE

Project Reference : RFQ-OPS-004-15-07-2022

Quantity : 1 LOT

Approved Budget for The Contract (ABC) : Php3,767,400.00

UCPBS Requirements	Statement of Compliance
Compliance with the Terms of Reference (TOR)	

Grand Total (Amount in Words):

NOTES:

- The Lessor 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 lessor 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.
- In case the provided spaces are not enough, use additional sheet and indicate "SEE ATTACHED" on the space provided.
- Unless otherwise specified, requirements indicated above are minimum.
- Failure to provide the necessary information/ data required in this technical requirement may cause the disqualification of proposal.

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



