



**TERMS OF REFERENCE (TOR)**  
**QUEZON CITY GENERAL HOSPITAL**  
**SUPPLY, DELIVERY, INSTALLATION OF DATA CENTER WITH**  
**INDOOR LED WALL @ SB HALL FOR THE USE OF DOCTORS,**  
**NURSES AND NON-MEDICAL PERSONNEL.**

**I. RATIONALE:**

The aim of the data center is for the **MEDICAL FRONTLINERS** and **NON-MEDICAL PERSONNEL** for training and communication processes in the **QCGH** operations and to contribute to effective patient treatment services and to upgrade **QCGH** with modern state-of-the-art equipments to provide better medical services to the Quezon City citizenry.

**II. PROJECT OBJECTIVES AND DESCRIPTION**

1. To upgrade the **QCGH** by the computerization of the primary and core process/operations.
2. To improve **QCGH** patient care and treatment through accurate patient records data handling via Data Center & Hospital Information System (HIS).
3. To minimize loss and destruction of patient treatment records through the use of electronic patient records saving in server (data center) room.

**III. SCOPE OF WORK**

1. The solution provider shall Supply, Delivery and Installation of Data Center with Indoor LED under the name of Quezon City General Hospital with the following standard capability, qualifications meeting the following requirements:

1.1 Training and Area Coaching

The solution provider shall further provide the following training, area coaching and orientation programs to IT personnel with the end in view of properly transferring technology and utilization of the Data Center and IP Manager and LED System Display.

- 1.2 The presence onsite by the solution provider for technical support within maximum of six (6) hours response time to the fiber optic internet connectivity.

- 1.3 Monthly maintenance within the warranty period.

- 1.4 Voice call (8am-5pm/Monday to Sunday), 24/7 mobile hotline (SUN/Smart/GLOBE) and e-mail for technical support of the fiber optic internet connectivity problems.

**IV. AREA OF COVERAGE**

1. QCGH Main Building, 5th Floor Server Room and Sonny Belmonte Hall (SB Hall)

## V. PROJECT STANDARDS AND REQUIREMENTS

1. Provision of Application, Customization/Professional Services and implementation services –Requirements

- System installation and configuration
- Project Planning and Management, Review Meeting, Result of Planning;
- Technical Updates, maintenance services

### 2. Provision of Documentations

The solution provider shall provide a complete documentation for the deliverables. **QCGH** shall own any and all documents and shall reserve the right to reproduce at no additional cost.

The documentation must be written in English of durable contruction with concise and high quality presentation to include but not limited to the following:

User Manuals  
Technical/Reference Manual  
System/Operation Manual  
Troubleshooting and Installation Guides

All documentation must be in hard copy and soft copies accompanied with a compact disc/USB copy on (e.g. Microsoft Word for Windows) format and delivered to the **QCGH**.

## VI. DELIVERY PERIOD

The project shall be completed within ninety days (90) from date of Notice to Proceed (NTP).

## VII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract is **P9,867,570.00**

## **VIII. BASIS OF PAYMENTS**

1. Fifteen percent (15%) upon complete delivery and conduct of a Project installation.
  2. Forty-four percent (44%) upon deployment of the supply, delivery, installation of data center with indoor led wall @ sb hall for the use of doctors, nurses and non-medical personnel.
  3. Forty percent (40%) upon system utilization and final acceptance.
  4. One percent (1%) retention upon completion of project one (1) year from date of final acceptance.
- IX. PENALTIES CLAUSE FOR SERVICE INTERRUPTIONS**
- Supply, delivery, installation of data center with indoor led wall @ sb hall for the use of doctors, nurses and non-medical personnel provider is required to be available seven (7) days a week.
- a) Allowable technical support response = 6 hours
  - b) Service for Non Conformance in the event that the maximum allowable technical support will be exceeded, Supply, delivery, installation of data center with indoor led wall @ sb hall for the use of doctors, nurses and non-medical personnel provider will be required to provide rebates to the QCGH which shall be the number of hours in excess of the allowable hours of technical support computed in six (6) hours.

## **X. CANCELLATION OR TERMINATION OF CONTRACT**

Should there be any dispute, controversy or difference between the parties arising out of this TOR, the parties herein shall exert efforts to amicably settle such dispute or difference. However, if any dispute, controversy or difference cannot be resolved by them amicably to the mutual satisfaction of the parties, then the matter may be submitted for arbitration in accordance with existing laws, without prejudice for the aggrieved party to seek redress before a court of competent jurisdiction.

The guidelines contained in RA 9184 and its revised IRR shall be followed in the termination of any service contract. In the event the City terminated the Contract due to default insolvency, or for cause, it may enter into negotiated procurement pursuant to section 53(d) of RA 9184 " and its IRR.

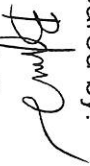
## **XI. WARRANTY**

The Supply, delivery, installation of data center with indoor led wall @ sb hall for the use of doctors, nurses and non-medical personnel provider shall be free from any and all defects in material server equipment and workmanship for a period of five (5) years for the LED system while 1 year for the other components of the Project and that same shall substantially conform to the specifications provided under the Terms of Reference (TOR).

## XII. SERVICE LEVEL AGREEMENT (SLA)

The Solution Provider shall provide 24/7 on call technical support services in the course of the implementation of the project and during the warranty period.

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