



Republika ng Pilipinas
Lungsod Quezon
Tanggapan ng Tagapangasiwang Panlungsod



TERMS OF REFERENCE
(PABX SYSTEM)

I. RATIONALE AND BACKGROUND

The Quezon City Government under the present administration resolve to retain the best service of a Telecommunication Company for the purpose of ensuring effective management and administration of incoming, internal and outgoing calls taking advantage of state of the art technology.

II. PROJECT OBJECTIVE

To address the requirement of District I, II, III, IV, V & VI QUEZON CITY ACTION CENTER OFFICES, ROSARIO MACLANG BAUTISTA GENERAL HOSPITAL (RMBGH), QC Hall Main Building, Civic Center A & B, KABAHAGI CENTER, HEALTH CENTER MAIN QC HALL, NOVALICHES DISTRICT HOSPITAL, PERSON WITH DISABILITY AFFAIRS OFFICE, QCITIZEN OFFICE QC 122. for an inbound customer solution with call transfer to different buildings, departments/offices and outside calls through the use of the latest version of IP PABX system.

III. SCOPE OF WORK

A. Maintenance of the following:

1. SIP TRUNK
 2. Terminal blocks
 3. System configuration and programming
 4. Work station (inbound and outbound operation with UPS and back-up batteries to support full operations of the system)
 5. Cabling installation for the activation of trunkline connection (Local Area Network)
 6. Design and application integration (Local Area Network)
- B. Conduct latest training and seminar to supervisor, technicians and telephone operators**
- C. Provide license permit for all equipment/unit needed in the operation of the system**
- D. Reprogramming of local lines**

IV. SYSTEM FEATURE/EQUIPMENT SPECIFICATIONS AND NUMBER OF UNITS

TECHNICAL:

A. DISTRICT I ACTION OFFICE

- 5 pcs. Sip Trunk Subscription
- Service connection Charge, Manage router, Vanity Number and Additional number block.
- Engineering and Technical services
- Cabling and roughing inn Materials
- 6 UTP Cat6 Cables
- 5 RJ45 Connector Cat6 with Boot
- 16 RJ45-RJ45 UTP Cat6 Patch Cord cables 1 M Blue
- 8 information outlet
- 8 Face plate simplex

- 1 12U Wall Mounted network cabinet
- 1 PDU 6CO's
- 1 Patch Panel Cat6 24Ports Loaded
- 5 1U Cable Management Panel
- 1 pc. Roughing - inn Materials for WI-FI Cabling works
- 1 Active Devices for WIFI System
- 5 Ceiling mount Dual-Band Wi-fi 6 Access Point PORT:1x2.5Gbps RJ45 Port, SPEED:1148Mbps at 2.4 GHz+2402 Mbps at 5GHz,FEATURE: High Density connectivity (1000+Clients), 802.3 at POE and 12V DC, 8xInternal Antennas, MU-MIMO, Seamless Roaming, Band Steering, Beamforming, load balance, Airtime Fairness, Centralized Management SDN Controller.
- 1 10-Port Gigabit Desktop Switch with 8-Port PoE+
- 1 16Ports Poe Switch
- 1 (Micro 2000)standard 2000VA/1200W UPS
- 1 standard 2000VA UPS
- 1 Programing and Configuration
- 1 Mobilization cost
- 1 IP PBX
- Unlimited Auto Attendant, Voice Mail to fax, fax to Email, Remote Extension, call recording, call details, ring groups,paging,follow me, freeware softphones.
- 1 unit Executive Gigabit IP Phones
- 7 units Lite Advance Gigabit IP Phones
- Installation & Testing. Commissioning and cut-over procedure programming of system features. End user training for IP users. Technical Training

B. DISTRICT II ACTION OFFICE

- **1 IP PBX**
unlimited auto attendant, voice mail to fax, fax to email, remote extension, call recording, call details record ring group, Paging, follow me, freeware softphones.
- 1 pc Executive Gigabit IP phone
- 6 pcs. Lite advance Gigabit IP phone
- 1 installation & testing. Commissioning and cut-over procedure programming of system features. End user training for IP users. Technical Training.
- 1 Active Devices
- 8Ports PoE Switch
- **Cabling Components for VOIP Cabling works**
- 3 Cat6 UTP Cables
- 1 cat6 port load Patch panel unloaded
- 19 Cat6 information outlet
- 7 Face plate simplex
- 1 12U wall Mounted network cabinet
- 2 1U Horizontal Cable Manager
- 1 1U 6 Universal Outlet PDU/Stip
- 8 Cat6 UTP Patch Cord 1M
- 1 Engineering and Technical Service cost
- 1 Roughning inn materials for VOIP Cabling Works
- 1 Mobilization & Demobilization cost
- 5 years Warranty cost
- **5 SIP trunk Subscription**
- Managed Router
- Vanity Number
- Additional number block

- 1 Engineering and Technical services cost
- Cabling & Roughing In Materials for VOIP & WIFI Cabling Works
- 2 UTP Cat6 Cables
- 6 RJ45 Connector Cat6 with Boot
- 7 RJ45-RJ45 UTP Cat6 Patch Cord cables 1 M Blue
- 1 Patch Panel Cat6 24Ports Loaded
- 3 1U Cable Management Panel
- 1 pc. Roughing - in Materials for WI-FI Cabling works
- 1 Active Devices for WIFI System
- 11 Ceiling mount Dual-Band Wi-fi 6 Access Point PORT:1x2.5Gbps RJ45 Port, SPEED:1148Mbps at 2.4 GHz+2402 Mbps at 5GHz,FEATURE: High Density connectivity (1000+Clients), 802.3 at POE and 12V DC, 8xInternal Antennas, MU-MIMO, Seamless Roaming, Band Steering, Beamforming, load balance, Airtime Fairness, Centralized Management SDN Controller,
- 1 16Ports Poe Switch
- 1 Hardware Controller
- 1 standard 2000VA UPS
- 1 Programing and Configuration
- 1 Mobilization cost

C. DISTRICT III ACTION OFFICE

- 20 pcs. Sip Trunk Subscription
- Service connection Charge, Manage router, Vanity Number and Additional number block.
- Active Components, 66 NODES HORIZONTAL and FIBER OPTIC CABLE
- BACKBONE - STRUCTURED CABLING SYSTEM
- 3 Units 24 Port Switch
- 1 SFP Module
- 1 units 1 KFVA UPS
- 66 Telephone Outlet
- 66 Face plate
- 100 PAIR Telephone Terminal Block
- 66 RJ45 Patch Cord
- 19 Cat6 UTP Cable
- 80 6 Core SM mode Fiber Optic Cable
- 1 6 port FOC Panel
- 2 2m SM FOC Patch cord
- 3 12ru Data Cabinet
- 1 Materials Cost (PVC Pipes)
- 1 FOC Termination
- 1 Mobilization / Demobilization
- 1 Engineering and Admin
- 1 Project Management and Safety
- 1 Documentation
- 1 Warranty
- Manage unified communications
- unlimited auto attendant, voice mail to fax, fax to email, remote extension, call recording, call details record ring group, Paging, follow me, freeware softphones.
- 1 pc Evecutive Gigabit IP phone
- 65 pcs. lite advance Gigabit IP phone
- 1 pc (2-Port GSM gateway for SIM cards)
- 1 installation & testing. Commissioning and cut-over procedure programming of system features. End user training for IP users. Technical Training.
- Monthly Preventive and Corrective maintenance.

- **1 Active Devices for Wi-fi System**
- 20 Ceiling Mount Dual-Band Wi-fi 6 Access Point
- 6 24-Port Gigabit and 4-Port 10GE SFP+L2+Manage switch
- 3 Indoor/Outdoor Wifi 6 access Point
- 1 Gigabit Multi-WAN VPN Router
- 7 UPS 1000VA
- 1 Programming and configuration
- **Cabling & roughing inn Materials for Wi-fi & network cabling Works**
- 7 UTP Cat6 Cables
- 1 cat6 Patch panel 24 ports loaded
- 7 information outlet
- 40 RJ45 Connector Cat6
- 7 Face plate simplex
- 7 RJ45 to RJ45UTP Cat6 patch cord 3M
- 27 RJ45 to RJ45UTP Cat6 patch cord 1M
- 1 Roughing inn materials
- 1 Engineering and Technical Services cost
- 1 Mobilization & Demobilization cost
- 1 Warranty

D. DISTRICT IV ACTION OFFICE

- Private Automatic Branch Exchange (PABX) telephone system that is IP (Internet Protocol) capable
- 10 SIP Trunklines
- 1 Operator IP Phone handsets with display and speaker
- 6 IP Phones handsets for local line
- Feature: Unlimited auto attendant, Call Detail Record, Voice mail, Call Recording
- 8 Ports Switch
- UPS
- 3 CAT6 UTP Cable
- 1 CAT6 port loaded patch panel Unloaded
- 19 CAT6 Information Outlet
- 7 Face plate simplex
- 1 12U Wall mounted Network Cabinet
- 2 1U Horizontal Cable Manager
- 1 1u 6 Universal Outlet PDU/Strip
- 8 CAT6 UTP Patch Cord 1M
- **1 ACTIVE devices for wi-fi system**
- 11 Ceiling Mount Dual-Band Wi-Fi 6 Access Point
PORT: 1×2.5Gbps RJ45 Port, SPEED: 1148Mbps at 2.4 GHz + 2402 Mbps at 5 GHz,
FEATURE: High Density connectivity(1000+ Clients), 802.3at POE and 12V DC,
8×Internal Antennas, MU-MIMO, Seamless Roaming, Band Steering, Beamforming,
Load Balance, Airtime Fairness, Centralized
- 1 18-Port Gigabit Easy Smart Switch with 16-Port PoE+ PORT: 16× Gigabit PoE+ Ports,
2× Gigabit SFP Slots
- 1 Programming and Configuration
- **Cabling & Roughing inn Materials for Wi-Fi Cabling Works** 3 UTP Cat6 Cable
- 4 UTP Cat6 Cables
- 11 information outlet
- 11 Face plate simplex
- 12 RJ45 to RJ45UTP Cat6 patch cord 1M
- 11 RJ45 to RJ45UTP Cat6 patch cord 2M
- 1 Patch panel Cat6 24ports Loaded
- 1 Roughing inn materials
- 1 Engineering and Technical Services cost
- 1 Mobilization & Demobilization cost
- 1 Warranty

E. DISTRICT V ACTION OFFICE

- Private Automatic Branch Exchange (PABX) telephone system that is IP (Internet Protocol) capable
- 10 SIP Trunklines
- 1 Operator IP Phone handsets with display and speaker
- 6 IP Phones handsets for local line
- Feature: Unlimited auto attendant, Call Detail Record, Voice mail, Call Recording
- 8 Ports Switch
- UPS
- 3 CAT6 UTP Cable
- 1 CAT6 port loaded patch panel Unloaded
- 19 CAT6 Information Outlet
- 7 Face plate simplex
- 1 12U Wall mounted Network Cabinet
- 2 1U Horizontal Cable Manager
- 1 1u 6 Universal Outlet PDU/Strip
- 8 CAT6 UTP Patch Cord 1M
- 1 Engineering and Technical services cost
- 1 Cabling & Roughing Inn Materials for VOIP & WIFI Cabling Works
- 4 UTP Cat6 Cables
- 11 RJ45 Connector Cat6 with Boot
- 12 RJ45-RJ45 UTP Cat6 Patch Cord cables 1 M Blue
- 1 Patch Panel Cat6 24Ports Loaded
- 3 1U Cable Management Panel
- 1 pc. Roughing - inn Materials for WI-FI Cabling works
- 1 Active Devices for WIFI System
 - 11 Ceiling mount Dual-Band Wi-fi 6 Access Point PORT:1x2.5Gbps RJ45 Port, SPEED:1148Mbps at 2.4 GHz+2402 Mbps at 5GHz,FEATURE: High Density connectivity (1000+Clients), 802.3 at POE and 12V DC, 8xInternal Antennas, MU-MIMO, Seamless Roaming, Band Steering, Beamforming, load balance, Airtime Fairness, Centralized Management SDN Controller.
 - 1 16Ports Poe Switch
 - 1 Hardware Controller
 - 1 standard 2000VA UPS
 - 1 Programing and Configuration
 - 1 Mobilization cost

F. DISTRICT VI ACTION OFFICE

- 5 pcs. SIP Trunk Subscription
- Service Connection Charge
- Manage Router
- Vanity Number

INTEGRATED TECHNOLOGY SOLUTIONS

- 1 Engineering and Technical services cost
- Cabling & Roughing Inn Materials for VOIP & WIFI Cabling Works
- 7 UTP Cat6 Cables
- 5 RJ45 Connector Cat6 with Boot
- 18 RJ45-RJ45 UTP Cat6 Patch Cord cables 1 M Blue
- 12 CAT6 information outlet
- 12 Face plate simplex
- 1 12U Wall Mounted network cabinet
- 1 PDU 6CO's
- 1 Patch Panel Cat6 24Ports Loaded
- 6 1U Cable Management Panel

- 1 pc. Roughing - inn Materials for WI-FI Cabling works
- Active Devices for WIFI System
- 4 Ceiling mount Dual-Band Wi-fi 6 Access Point PORT:1x2.5Gbps RJ45 Port, SPEED:1148Mbps at 2.4 GHz+2402 Mbps at 5GHz,FEATURE: High Density connectivity (1000+Clients), 802.3 at POE and 12V DC, 8xInternal Antennas, MU-MIMO, Seamless Roaming, Band Steering, Beamforming, load balance, Airtime Fairness, Centralized Management by Omada SDN Controller.
- 1 10-Port Gigabit Desktop Switch with 8-Port PoE+
- 1 16Ports Poe Switch
- 1 standard 2000VA UPS
- 1 Programing and Configuration
- 1 Mobilization & Demobilization cost

G. ROSARIO MACLANG BAUTISTA GENERAL HOSPITAL (RMBGH)

- 10 SIP Trunklines
- Private Automatic Branch Exchange (PABX) telephone system that is IP (Internet Protocol) capable
 - IP PABX (IVR Menu System/Auto Attendant, Voice Mail to Fax Email, Remote Extension, Call recording, Call Details Record Ring Groups, Forwarding, Conference Queuing, Barring, DID, Music-on-Hold, Voicemail)
 - 1 unit Pro Executive GIGABIT IP phone
 - 44 units Lite Advance GIGABIT IP phone
 - 2 port GSM Gateway
 - Cabling works & roughing inn Materials for VOIP & cabling
 - 5 UTP Cat6 Cables
 - 5 cat6 Patch Panel 24 ports loaded
 - 18 RJ45-RJ45 UTP CAT6 Patch Cord Cables 1M blue
 - 18 information outlet
 - 18 Face plate
 - 5 Horizontal Cable Management Panel
 - 2 Velcro
 - 1 Rounghing inn materials for VOIP Cabling Works
 - 1 Mobilization & Demobilization cost
 - 1 Miscellaneous cost
 - Engineering and technical Services cost
 - 1 Warranty

H. QUEZON CITY HALL MAIN BUILDING AND CIVIC CENTER A&B

- COMPLETE IP PABX Unlimited Auto Attendant, Voice Mail to Fax Email, Remote Extension, Call recording,Call Details Record Ring Groups, Paging Follow Me,
- 5 units Executive Gigabit IP Phone
- 85 units Lite Advanced Gigabit IP Phone
- 396 analog phones
- 4 ports GSM automated attendant with voicemail
- 3 pcs. IP Modular 128 FXS Voip Gateways
- 1 pc. IP GW 16 FXS Voip Gateways
- 4 units Desktop.
- Device Specifications
 - Processor -12th Gen Intel Core i5-12400F 2.50 GHz
 - RAM - 8.00 GB
 - System type - 64 bit OS, x64-based prossessor
- Windows Specifications
 - Edition - Windows 11
 - Version - 22H2
 - OS-22621963

- Headsets
- Supervision Switchboard License PRO (Call Center App with perpetual License)
- ISDN PRI-Integrated Services Digital Network Primary Rate Interface provides 3x2048 kbps (e1) bandwidth with 30 channels of 64Kbps each for simultaneous voice and data calls (300 virtual direct lines or DID)
- Contact Center (licenses, training, maintenance, leased line, hardware)
- **(Health Center Main QC Hall) Additional Equipment**
- 3 pcs Basic Entry – Level
- 3 IP Phone Power dapter
- 18 analog phones
- 1 IP GW 24 FXS Voip Gateway
- installation & testing. Commissioning and cut-over procedure programming of system features. End user training for IP users. Technical Training.
- Monthly Preventive and Corrective maintenance.

I. KABAHAGI CENTER

- 1 IP PBX Unlimited Auto Attendant, Voice Mail to Fax Email, Remote Extension, Call recording, Call Details Record Ring Groups, Paging Follow Me, freeware softphones.
- 1 unit Executive Gigabit IP Phone
- 6 units Lite Advanced Gigabit IP Phone
- Installation & testing. Commissioning and cut-over procedure programming of system features. End user training for IP users. Technical Training.
- Active Devices for VOIP & Wi-fi cabling works & roughing inn Materials for VOIP & Wi-fi cabling
- 1 24 ports Gigabit managed PoE switch
- 1 UPS 1200VA
- 6 access point
- 3 UTP Cat6 Cables
- 1 cat6 Patch panel 24 ports loaded
- 15 RJ45-RJ45 UTP Cat6 Patch Cord cables 1 M Blue
- 13 information outlet
- 7 Face plate
- 6 RJ45 Connector with Rubber Boot
- 1 PDU 6 CO's
- 3 Horizontal cable management panel
- 1 Roughing inn materials (PVC Pipes, Hangers, Supports, Boxes, Fittings & Consumables
- 1 Engineering and Labor cost
- 1 Mobilization cost
- 5 SIP trunk Subscription
- Managed Router
- Vanity Number
- Additional number block

J. HEALTH CENTER MAIN CITY HALL

- **1 Active Devices** for VOIP & Wi-fi cabling works & roughing inn Materials
- 6 access point
- 1 16Ports PoE Switch SFP slots
- 1 UPS 100VA
- 2 SFP module Multimode
- Cabling works & roughing inn Materials for VOIP & Wi-fi cabling
- 6 UTP Cat6 Cables
- 2 cat6 Patch panel 24 ports loaded
- 30 RJ45-RJ45 UTP Cat6 Patch Cord cables 1 M Blue
- 21 information outlet
- 15 Face plate simplex
- 3 Face plate Duplex

- 1 Network cabinet 18U
- 1 PDU 6CO's
- 5 Horizontal Cable Management panel
- 1 100 pairs 110type terminal Block
- 15 RJ45 Connector Cat6
- 300 Fiber optic cable 4Core OM3 Outdoor
- 2 Optical Distribution panel 12 ports LC
- 8 Fiber optic Pigtail connector LC OM3
- 2 Fiber optic Pigtail connector LC- LC OM3 Duplex
- 8 Fiber optic Protection Sleeve
- 1 Fiber optic Consumable kit
- 300 Telephone Aiphet cable 50 pairs Jellyfield
- 2 patch Panel 24 ports Cat5e
- 1 Rounghing inn materials (PVC Pipes, Hangers, Supports, Boxes, Fittings & Consumables
- 1 Engineering and Labor cost
- 1 Mobilization cost
- 1 Warranty

K. NOVALICHES DISTRICT HOSPITAL

- 10 pcs. SIP Trunk Subscription
- Service Connection Charge
- Manage Router
- Vanity Number
- Additional Number Block

INTEGTARTED TECH. SOLUTIONS

- Additional Number Block
- ACTIVE Components with CABLING
- 1 Engineering and Technical services cost
- Cabling and Roughing Inn Materials for VOIP Cabling works
- 14 UTP Cat6 Cables
- 4 cat6 Patch panel 24ports loaded
- 72 RJ45-RJ45 UTP cat6 Patch Cord Cables 1M
- 11 Cable Management Pane 1U
- 60 information outlet
- 60 Face plate
- 4 PDU 6CO's
- 3 Cat5e Patch Panel 24 ports
- 200 UTP cat5e 25 Pairs Cable
- 4 Telephone Terminal Cabinet
- 5 IDC Back Mount Frame
- 18 IDC 10 pairs Connection Module
- 2 Jumper wire 1P
- 24 Bridle Ring
- Roughing inn Materials for VOIP & Telephone cabling works
- 1 Rounghing inn materials (PVC Pipes Boxes, Moulding Hangers, Supports,Fittings & Consumables
- Active Devices for VOIP Installations
- 3 10-Port Gigabit Desktop Switch with 8-port PoE+
- 1 18-Port Gigabit Rackmount Switch with 16-port PoE+
- 1 (Micro 2000)standard 2000VA/1200W UPS
- 2 (Micro 1000)standard 1000VA/600W UPS
- 1 Mobilization cost
- 5 years Warranty cost

MANAGED UNIFIED COMMUNICATIONS

- 1 PBX
- Unlimited Auto Attendant, Voice Mail to fax, fax to Email, Remote Extension
- Call Recording, Call details Record Ring Group, Paging, Follow me, Freeware softphones
- 16 pcs. Basic Entry-level Gigabit IP Phone
- 1 8 FXO Module
- 43 pcs. Alcatel T76 Analog Phone
- 3 pcs. Synway 16 ports FXS Module
- 1 pc. Installation & Testing. Commissioning and cut-over procedure programming of system features. End user training for IP users. Technical Training

L. PERSON WITH DISABILITIES AFFAIRS OFFICE

- ACTIVE Components with CABLING
- 1 Engineering and Technical services cost
- Cabling Components for VOIP & Backbone Cabling Works (UNDERGROUND BACKBONE)
- 3 UTP Cat6 Cables
- 2 cat6 Patch panel 24 ports loaded
- 12 RJ45-RJ45 UTP Cat6 Patch Cord cables 1 M Blue
- 10 information outlet
- 10 Face plate simplex
- 1 Network cabinet 12U
- 1 PDU 6CO's
- 3 Horizontal Cable Management panel
- 490 Fiber optic cable 4Core F8 OS1 Outdoor
- 2 Optical Distribution panel 12 ports LC
- 8 Fiber optic Pigtail connector LC OS1
- 2 Fiber optic Pigtail connector LC- LC OS1 Duplex
- 8 Fiber optic Protection Sleeve
- 1 Fiber optic Consumable kit
- Roughing in Materials for VOIP & BACKBONE cabling works
- Active Components and Devices
- 1 16-Port Switch with SFP Slots
- 1 UPS 1000VA
- 1 Mobilization & Demobilization cost
- 5 years Warranty cost

M. QCITIZEN OFFICE QC 122 CIVIC CENTER D

INTEGRATED TECHNOLOGY SOLUTIONS

- ACTIVE Components with CABLING
- 1 Engineering and Technical services cost
- Cabling & Roughing In Materials for VOIP Cabling Works
- 7 UTP Cat6 Cables
- 1 cat6 Patch panel 24 ports loaded
- 25 RJ45-RJ45 UTP Cat6 Patch Cord cables 1 M IDF Side
- 22 information outlet
- 22 Face plate simplex
- 1 Network cabinet 18U
- 1 PDU 6CO's
- 4 Horizontal Cable Management panel
- 1 pc. Roughing in Materials for (PVC pipes, boxes, Hangers, supports, fitting & consumable)
- Active Devices for VOIP Installations
- 28-Port Gigabit Easy smart Switch with 24-port PoE+
- 1 18-Port Gigabit L2+ Managed Switch with 2SFP Slot
- 1 (Micro 2000) standard 2000VA/1200W UPS
- 1 Mobilization cost
- 5 years Warranty cost

MANAGED UNIFIED COMMUNICATIONS

- 1 pc. IP PBX Unlimited Auto Attendant, Voice Mail to Fax to Email, remote extension, Call Recording, Call Details record, Ring Groups, Paging, Follow Me, Freeware Softphones.
- 1 Operator Gigabit IP Phone
- 21 pcs. Executive Gigabit IP Phone
- 1 pc. 1 Wallboard
- 1 Installation & Testing. Commissioning and cut- Over procedure programming of system features. End User training for IP phones. Technical Training.

OTHER SERVICES:

N. Training – PABX user's training and contact center training

Training of Key QC LGU Personnel

☐

The training of personnel who shall manage the installed facility shall have to be conducted on or before the initial equipment and facilities testing BEFORE the FINAL Testing and Commissioning

☐ Five (5) days training with minimum of six (6) hours per day or as maybe required by the QC LGU. The training venue shall have to be agreed by the attending parties as concurred by the contractor. On-site hands-on training shall be an integral component of the call center training

☐ Participants are to be attended by not less than ten (10) personnel from District I, II, III, IV, VI & V QUEZON CITY ACTION CENTER OFFICES, ROSARIO MACLANG BAUTISTA GENERAL HOSPITAL (RMBGH), QC Hall Main Building, Civic Center A & B KABAHAGI CENTER, AND HEALTH CENTER MAIN QC HALL, NOVALICHES DISTRICT HOSPITAL, PERSON WITH DISABILITY AFFAIRS OFFICE and QCITIZEN OFFICE QC 122 at least one (1) technical personnel from BMD-CGSD (Building Maintenance Division) respectively but non-exclusive [personnel from other divisions/departments may join but shall be limited and with prior approval from the respective department heads and concurred by the End-User]

V. GENERAL TERMS AND CONDITIONS (Service Provider Responsibilities)

1. Provide services units and spare parts to replace any defective ones immediately after checked as malfunctioning (including telephone apparatus).
2. 24 x 7 emergency maintenance services.
3. There will be regular monthly preventive maintenance visits to be conducted by technical personnel with or without reported complaints by the clients, along with the full warranty of the PABX System.
4. Immediate restoration of the operation if any problem arises on the system, otherwise, rebates shall be imposed by the City Government.
5. Configuration, maintenance and system upgrades. There will be regular monthly preventive maintenance visits to be conducted by technical personnel during the contract with or without reported complaints by the QC Government.
6. Full warranty of the PABX System.
7. Supply and delivery of the services must be 30 days upon receipt of Notice to Proceed or releasing of the Purchase Order/Resolution.
8. Barr all dialing access to IDD/NDD in the trunkline services.

VI. EFFECTIVITY AND DURATION OF CONTRACT:

Contract term is for one (1) year.

In case of Pre-termination, customer shall pay the total remaining balance of the unpaid portion of the period (i.e. computed as months left x monthly fee).

VII. BUDGET AND BASIS OF PAYMENT:

The allotted budget for the said program for a monthly subscription of PABX system for **District I, II, III, IV, VI & V QUEZON CITY ACTION CENTER OFFICES, ROSARIO MACLANG BAUTISTA GENERAL HOSPITAL (RMBGH), QC Hall Main Building, Civic Center A & B KABAHAGI CENTER, AND HEALTH CENTER MAIN QC HALL, NOVALICHES DISTRICT HOSPITAL, PERSON WITH DISABILITY AFFAIRS OFFICE and QCITIZEN OFFICE QC 122** and payment for SIP TRUNK services and PABX is Twenty two Million Three Hundred Nine Thousand Seven Hundred Seventy Five pesos and Fifty two centavos only (Php 22,309,775.52) for (1)one year.

VIII. TERMS OF PAYMENT:

The City Government shall pay the service provider upon submission of monthly billing documents.

IX. PENALTIES FOR BREACH OF CONTRACT

Failure to deliver the services according to the standards and requirements set by the City shall constitute an offence and shall subject the Contractor to penalties and/or liquidated damages pursuant to RA 9184 and its revised Implementing Rules and Regulations (IRR).

X. CANCELLATION OR TERMINATION OF CONTRACT

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 negotiated procurement pursuant to RA 9184 and its IRR.

Prepared By:


ROMMEL C. MACARO
Administrative Assistant III

Noted By:


MR. MICHAEL VICTOR N. ALIMURUNG
City Administrator