

## **TERMS OF REFERENCE FOR THE ANNUAL MAINTENANCE OF IBM AND HP SERVERS AND STORAGE**

The Philippine Ports Authority (PPA) requires suitably qualified and experienced service providers to submit proposals for rendering Server and Storage Maintenance Services for a period of one (1) year.

### **1. SCOPE OF SERVICES**

Maintenance Service Coverage

The service provider shall provide comprehensive hardware maintenance services to Philippine Ports Authority consisting of:

Remedial Maintenance Services – The testing of the equipment and replacement of any defective part to ensure that any defect in the equipment is remedied and the equipment is restored to good working condition

Monthly Preventive Maintenance Services - The cleaning, adjusting, lubrication and testing of the equipment to determine that it is in good working condition

Comprehensive Hardware Support - Maintenance service covers all parts and equipment as stated in the equipment list and as subscribed in the maintenance agreement.

Quarterly Account Review - Conducting quarterly reviews with both parties to ensure and maintain service level agreement

### **2. TECHNICAL SCOPE**

- Coverage will be 24 hours, 7 days a week including holidays.
- Response time within two (2) hours after reporting the incident
- Comprehensive Hardware and Software (Operating System) Support
- Phone-in Software (Operating System) Support

### **3. PROJECT DURATION**

The services of the Service Provider shall cover a period of One (1) Year.

### **4. BUDGET**

The budget for the engagement of the services of the Service Provider is P1,000,000 Pesos inclusive of 12% VAT, for the maintenance of the IBM Servers and HP Servers and Storage.

## **5. SOURCE OF FUNDING**

The budget for the Annual Maintenance of IBM and HP Servers and Storage is to be sourced from PPA Corporate Funds