

## TERMS OF REFERENCE

For the delivery of the Following:  
**Office Productivity, Server and Storage and LAN and Wireless Upgrade**

### 1) For all I.T. equipment:

- Winning Bidder must be an authorized reseller/authorized dealer of the brand being offered for a period of at least five (5) years. A current valid manufacturer's certification required as part of the technical component on bid proposal.
- Winning Bidder must not exceed to ninety (90) day delivery lead-time upon receipt of Notice to Proceed.
- Winning Bidder must provide a standard/universal adaptor/converter for a 3-pin (UK) or round power plug.
- Winning Bidder must provide a standard 2.0 USB cable for printer/scanner.
- Winning Bidder must provide at least two (2) customer satisfaction certificate from previous client companies/agencies.

### 2) For laptop computers:

- Winning Bidder must be an Authorized Service Partner (ASP) of the brand being offered and a current valid manufacturer certificate is required as part of the technical component on bid proposal.
- Winning Bidder must have at least two (2) manufacturer certified engineers for the brand of laptop and desktop computers, including workstations being offered.
- The brand which represents the bidder must apply in the latest top 3 of the Leaders Group of Gartner's List for Global Enterprise Notebook and Desktop. Certification in the inclusion in the Top 3 is required from the brand's manufacturer.
- Winning Bidder should replace a factory defective unit with a new unit within 30 days upon delivery of the item.
- In case of outside repair within the 3-year warranty period, the winning bidder shall provide a service unit to the OSG.

If repair of the unit is refused by the Winning Bidder during the warranty period because of damage not being covered by the warranty, the Winning Bidder shall submit a report detailing its refusal not more than fifteen days from the communication of its refusal.