



Republic of the Philippines
Department of Education
 Pasig City, Philippines

Annex A - Terms of Reference (TOR)

Project Title: Supply, Delivery and Maintenance of DCP Packages FY 2025 NEP is consisted of, **Batch 2025-02: SMART TV Package**

General Specification:

Procurement of Information Technology devices for DepEd Computerization Program for FY2025 (NEP) is consisted of two IT packages as follows;

1. SMART TV package consists of 5 Smart TVs and 5 External Hard Drives that are intended for public elementary schools.

General Technical Specification and Terms of Reference :

ITEM	SPECIFICATION
1	A certification from the Brand and product Manufacturer shall be provided confirming that the proposed brand and product parts will be available and serviceable for at least five (5) years after delivery and acceptance of the goods.
2	Unit must be brand new, and the model must be current and not in "end of life" as reflected in the current product line found in the manufacturer's official website or official product brochure or similar literature and in the Manufacturer's Certificate issued for this purpose.
3	Equipment marking and User Manuals, printed and/or electronic copies must be in English
4	The bidder must have an authorized service centers in at least two (2) different provinces and one (1) in the capital city of each region they are bidding for. In the case of bid join for National Capital Region (NCR), bidder must submit at least two (2) different provinces and one (1) in the regional center (refer to Annex A- Regional Center (City)) of each region they are bidding for. In the case of National Capital Region (NCR), bidder must submit at least three (3) authorized service centers in the three (3) different cities.



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List of Regional Centers:		
REGION	PROVINCE	CENTER (City)
Region I	La Union	San Fernando City
Region II	Cagayan	Tuguegarao City
Region III	Pampanga	San Fernando City
Region IV-A	Laguna	Calamba City
Region IV-B	Oriental Mindoro	Calapan City
Region V	Albay	Legazpi City
Region VI	Iloilo	Iloilo City
Region VII	Cebu	Cebu City
Region VIII	Leyte	Tacloban City
Region IX	Zamboanga Del Sur	Pagadian City
Region X	Misamis Oriental	Cagayan De Oro City
Region XI	Davao Del Sur	Davao City
Region XII	South Cotabato	Koronadal City
CAR	Benguet	Baguio City
CARAGA	Agusan Del Norte	Butuan City

The bidder shall provide the following:

- Signed notarized contract agreement between the bidder and authorized service partner.
- A valid and current Business permit of the Service center.
- Authorized Service Center/s contact details.

5 All equipment components (Smart TV and External hard drive) must have;

- waterproof and transparent **1 X 2 inches size** colored sticker bearing the DepEd Logo:



- 2X4 inches size sticker bearing Supplier's contact information (office address, email, mobile and landline numbers).

DepEd will provide placement and design of the stickers.



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TERMS of REFERENCE

I. TRAINING VIDEO

The supplier shall provide training videos and presented as modules as follows:

- **Introduction**
- **Part 1: Equipment components and functionalities**
 - Smart TV
- **Part 2: Proper Installation and configuration of equipment**
 - This part contains the following topics:
 - **Setting up Smart TV**
 - Basic Information
 - TV Ports Usage
 - Connection via HDMI cable; or Connection via antenna cable, or other possible connections (if available in the school)
 - How to connect the TV to a network
 - Connecting an audio/video device
- **Part 3: Equipment warranty and technical support procedures**
 - Steps and procedures for hardware or software failure or malfunctions reporting using the helpdesk.
 - Orientation on the scope of warranties and procedures of the after sales support.
 - **Helpdesk Support escalation procedures**

II. PRE-DELIVERY INSPECTION

During Pre-Delivery Inspection DepEd will use the "Inspection by Sampling" to inspect at least 10% of the total quantity of goods as described in DepEd Order No. 041 s. 2021 – *Inspection and Acceptance Protocols for the Procurement of Goods in the Department of Education* and shall use the recommended test procedure in the Annex D – TEST PROCEDURE.

The inspection technique to be adopted during the pre-delivery inspection shall be based on the inspection or sampling plan prepared by the end-user. However, upon delivery to the project sites, sampling Methods of inspection shall not be applicable; thus, the items must be individually



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inspected. A maximum of only three (3) pre-delivery inspection activity will be accommodated.

III. DEPLOYMENT

The details on deployment shall be in accordance with DepEd Order No. 041 s. 2021 – Inspection and Acceptance Protocols for the Procurement of Goods in the Department of Education.

List of recipient DepEd Recipient Schools and their locations shall be based on the Master List made available by the Region prior to Bidding.

The goods and services shall be delivered to the recipient schools within one hundred fifty (150) calendar days from receipt of the notice to proceed.

The Winning Bidder shall require all its service personnel to always wear their company IDs and uniform during deployment of DCP packages.

IV. DELIVERY AND DOCUMENTS

- a. Prior to the scheduled delivery to the Recipient Schools:
 - i. The Supplier shall notify the DepEd's Regional Office, Division Supply Office and Schools School Head or Designated Property Coordinators on the schedule of the delivery.
- b. Upon delivery of the Goods to the Recipient Schools:
 - i. The Package can only be unloaded when authorized School Personnel like School Property Custodian and the School Inspectorate Team are present. If the Schools Property Custodian is not present nor available during the arrival of the package at the school, the School Head or Principal should designate/appoint plantilla personnel to receive, inspect and accept the DCP packages. School Head/Principal is also authorized to receive the DCP package. An original supporting document of the designation must be provided to the supplier.
 - ii. The supplier / forwarder shall bring the delivery receipt with quantity and specification of the delivered package to



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recipient schools and turned over to the School Property Custodian or designated alternate:

- iii. The Schools Property Custodian (or designated alternate) shall perform an initial checking for the delivered package as to physical conditions of the boxes, quantity and if conforms to the items specified in the Inspection and Acceptance Report (IAR) and Property Transfer Report (PTR) prior to signing of Delivery Receipt.
- iv. In case there are item/s is/are missing or damaged, Supplier should replace the missing/damaged items immediately. Deliveries should be rejected if found to be NOT in accordance with conditions stated in IAR.
- v. Upon determination that deliveries are complete and in order, the School Property Custodian can now sign the PTR.
- vi. The School's Inspectorate Team shall sign the Inspection Report for quantity, physical form and condition and if the deliveries comply with the requirements; if not, the deliveries must be rejected.
- vii. The acceptance portion of the Inspection and Acceptance Report (IAR) and received by portion of the Property Transfer Report (PTR) shall then be signed by the School Property Custodian

- c. After the deliveries of the Goods to the Schools Recipient Schools: All pertinent original documents should be accomplished by authorized school personnel below;

Document	School
1. Inspection and Acceptance Report (IAR)	Designated Inspectorate Team
2. Delivery Receipt (DR)	Property Custodian/Designated
3. Certificate of Completion (CoC)	School Head/Principal
4. Inventory of Transfer (ITR)	Property Custodian/Designated



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SCHEDULE OF PAYMENT

- **Progress Payments**

Supplier may submit a request for payment based on the Progress Reports which shall be attached to the progress billing and should include the following: (i) quantities of items delivered based on the schedule of deliveries and other relevant terms and conditions of the contract; and (ii) Inspection and acceptance reports, including certification by supplier, as approved by duly authorized DepEd representative, that the items have been delivered on/or properly installed and commissioned in accordance with the contract.

Delivery documents as may be subsequently prescribed by DepEd shall be provided by the Supplier.

For the initial progress payment, a minimum of 25% of the Contract Price shall be paid to the Supplier upon a minimum of 25% delivery of the requirement duly inspected and accepted.

Payments shall be subject to the "Warranty" provision in the form of either retention money in an amount equivalent to at least 3% of every progress payment, or a special bank guarantee in the amount equal to at least 3% of the Contract Price required in Section 62 of RA 9184 and its IRR.

The method and conditions of payment to be made to the Supplier through the Government disbursement procedure within sixty (60) days after the date of acceptance of Goods at the project Site and upon submission of documents under this contract shall be as follows:

- **Final payment**

Final payment shall constitute release of the retention money in case of expiry of the warranty period, or whatever is left of it, after it has been called for use under the warranty provision.



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V. AFTER SALES SUPPORT

1. The supplier shall maintain the IT equipment to be functional and in good running condition as a whole package by providing the post implementation support and services including: (i) Operation and management of deployment and (ii) deployment of support technicians for maintenance, troubleshooting and repair purposes.
2. Technical Support: The Supplier must have affiliated active service centers with personnel possessing any of the following: NC-II in Computer Hardware Servicing, or Licensed Electronics Technician, or Manufacturer's Certified Technician, in at least two (2) locations (in different provinces) in every region where the equipment will be deployed. Signed notarized contract agreement between the bidder and affiliated service partner shall be included in the submission. A valid and current Business permit shall be attached in the agreement. Bidder must submit List of Service Centers with contact details for all applicable Lots joined.
3. A three (3) day guarantee to repair the unit/s upon receipt of the request/report of the recipient school. Ensure availability of required spare parts of hardware items for quick response time.
4. In case unit/s cannot be repaired within the three (3) day guarantee period, **Supplier shall provide service unit/s to avoid school disruption on their equipment utilization**, and the unit/s must also be replaced within the maximum of seven (7) calendar days. **Service unit/s** and replacement must be of the same branding specifications and shall be installed prior to pull-out of the defective or unrepairable unit/s.
5. The supplier will be requested to provide the Company profiles and Technical Support contact details. Two different mobile numbers from the main telephone companies to be provided and to be operational at least 8 hours/day and 5 days/week (business hours and days).
6. Supplier shall set up and manage Helpdesk Support that shall accommodate and process all queries and troubleshooting calls within applicable business hours and business days.
7. Supplier shall accommodate and process the recipient's immediate technical support for both hardware and software. Inquiries coming from the emails, phone calls, letters and SMS from different TelCos coming from the recipient school are considered official communication modes and shall be addressed accordingly.



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8. Supplier shall submit monthly summary reports of received, resolved, pending and closed issues to DepEd Regional Office.
9. Supplier shall respond reports indicating resolved, pending and closed issues to DepEd Regions and Division.
10. Supplier shall provide a technical guide (video clips) on how to install, configure and maintain the DCP packages.

VI. WARRANTY

A three (3)-year comprehensive and onsite warranty for the whole IT Equipment (Smart TV and External HDD) package will be applied. The 3-year period shall reckon from the date of issuance of the Certification of Final Acceptance by the DepEd that the delivered goods and services have been duly inspected and accepted (final acceptance).

The obligation for the warranty shall be covered by retention money in an amount equivalent to three percent (3%) from every progress payment or special bank guarantee equivalent to three percent (3%) of the Contract Price.

In case the Supplier opts for retention money, the amount shall only be released after the lapse of the entire warranty period, unless during the remainder of the warranty period, the retention money is substituted with a special bank guarantee as prescribed above.

The Special Bank Guarantee shall not contain any deletion, crossing-out, expunction, or any form of correction. Otherwise, DepEd may reject such security if any such intercalation or alteration affects any materials information or feature of the document.



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Terms of Reference (TOR)

Project Title: Supply, Delivery and Maintenance of DCP Packages FY 2025 is consisted of **Batch 2025-03: Laptop for Teaching**

General Specification :

Procurement of Information Technology devices for DepEd Computerization Program for FY2025 is consisted of the following;

1. Laptop for Teaching consists of 5 Laptops intended for public school teachers.

General Technical Specification and Terms of Reference :

ITEM	SPECIFICATION
1	A certification from the Brand and product Manufacturer shall be provided confirming that the proposed brand and product parts will be available and serviceable for at least five (5) years after delivery and acceptance of the goods.
2	Unit must be brand new, and the model must be current and not in "end of life" as reflected in the current product line found in the manufacturer's official website or official product brochure or similar literature and in the Manufacturer's Certificate issued for this purpose.
3	Equipment marking and User Manuals, printed and/or electronic copies must be in English
4	The bidder must have an authorized service centers in at least two (2) different provinces and one (1) in the capital city of each region they are bidding for. In the case of bid join for National Capital Region (NCR), bidder must submit at least two (2) different provinces and one (1) in the regional center (refer to Annex A- Regional Center (City)) of each region they are bidding for. In the case of National Capital Region (NCR), bidder must submit at least three (3) authorized service centers in the three (3) different cities.



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Region IV-B	Oriental Mindoro	Calapan City
Region V	Albay	Legazpi City
Region VI	Iloilo	Iloilo City
Region VII	Cebu	Cebu City
Region VIII	Leyte	Tacloban City
Region IX	Zamboanga Del Sur	Pagadian City
Region X	Misamis Oriental	Cagayan De Oro City
Region XI	Davao Del Sur	Davao City
Region XII	South Cotabato	Koronadal City
CAR	Benguet	Baguio City
CARAGA	Agusan Del Norte	Butuan City

The bidder shall provide the following:

- Signed notarized contract agreement between the bidder and authorized service partner.
- A valid and current Business permit of the Service center.
- Authorized Service Center/s contact details.

5 All equipment components (Smart TV and External hard drive) must have;

- waterproof and transparent **1 X 2 inches size** colored sticker bearing the DepEd Logo:



- 2X4 inches size sticker bearing Supplier's contact information (office address, email, mobile and landline numbers).

DepEd will provide placement and design of the stickers.



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I. TRAINING VIDEO

The supplier shall provide training videos and presented as modules as follows:

- **Introduction**
- **Part 1: Equipment components and functionalities**
 - Laptop
- **Part 2: Proper Installation and configuration of equipment**
 - This part contains the following topics:
 - **Setting up Laptop**
 - Basic Information
 - Laptop ports usage
- **Part 3: Troubleshooting & System Restoration / Backup**
 - How to install and set up Operating System (OS), software, Anti-Virus, and necessary drivers to run the PC.
 - How to format, backup and recovery data in the hard disk using the recovery disk and one touch recovery function.
 - How to update Operating System (OS) and Antivirus software.
 - How to perform preventive maintenance.
 - How to upgrade and replace the hard disk, memory, CD-ROM, and other computer peripherals.
- **Part 4: Equipment warranty and technical support procedures**
 - Steps and procedures for hardware or software failure or malfunctions reporting using the helpdesk.
 - Orientation on the scope of warranties and procedures of the after sales support.
 - **Helpdesk Support escalation procedures**



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II. PRE-DELIVERY INSPECTION

During Pre-Delivery Inspection DepEd will use the "Inspection by Sampling" to inspect at least 10% of the total quantity of goods as described in DepEd Order No. 041 s. 2021 – *Inspection and Acceptance Protocols for the Procurement of Goods in the Department of Education* and shall use the recommended test procedure in the Annex D – TEST PROCEDURE.

The inspection technique to be adopted during the pre-delivery inspection shall be based on the inspection or sampling plan prepared by the end user. However, upon delivery to the project sites, sampling Methods of inspection shall not be applicable; thus, the items must be individually inspected. A maximum of only three (3) pre-delivery inspection activity will be accommodated.

III. DEPLOYMENT

The details on deployment shall be in accordance with DepEd Order No. 041 s. 2021 – *Inspection and Acceptance Protocols for the Procurement of Goods in the Department of Education*.

List of recipient DepEd Recipient Schools and their locations shall be based on the Master List made available by the Region prior to Bidding.

The goods and services shall be delivered to the recipient schools within One hundred fifty (150) calendar days from receipt of the notice to proceed.

The Winning Bidder shall require all its service personnel to always wear their company IDs and uniform during deployment of DCP packages.

IV. DELIVERY AND DOCUMENTS

- a. Prior to the scheduled delivery to the Recipient Schools:
 - i. The Supplier shall notify the DepEd's Regional office, DepEd Division Supply Office and Schools School Head or Designated Property Coordinators on the schedule of the delivery.



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- b. Upon delivery of the Goods to the Recipient Schools:
- i. The Package can only be unloaded when authorized School Personnel like School Property Custodian and the School Inspectorate Team are present. If the Schools Property Custodian is not present nor available during the arrival of the package at the school, the School Head or Principal should designate/appoint plantilla personnel to receive, inspect and accept the DCP packages. School Head/Principal is also authorized to receive the DCP package. An original supporting document of the designation must be provided to the supplier.
 - ii. The supplier / forwarder shall bring the delivery receipt with quantity and specification of the delivered package to recipient schools and turned over to the School Property Custodian or designated alternate:
 - iii. The Schools Property Custodian (or designated alternate) shall perform an initial checking for the delivered package as to physical conditions of the boxes, quantity and if conforms to the items specified in the Inspection and Acceptance Report (IAR) and Property Transfer Report (PTR) prior to signing of Delivery Receipt.
 - iv. In case there are item/s is/are missing or damaged, Supplier should replace the missing/damaged items immediately. Deliveries should be rejected if found to be NOT in accordance with conditions stated in IAR.
 - v. Upon determination that deliveries are complete and in order, the School Property Custodian can now sign the PTR.
 - vi. The School's Inspectorate Team and School Property Custodian should inspect/check 100% of the delivered goods assessing the physical form and condition. Please refer to Annex E – TEST PROCEDURE. The School's Inspectorate Team shall then sign the Inspection Report for quantity, physical form and condition and if the deliveries comply with the requirements; if not, the deliveries must be rejected.
 - vii. The acceptance portion of the Inspection and Acceptance Report (IAR) and received by portion of the Property Transfer Report (PTR) shall then be signed by the School Property Custodian.



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- c. After the deliveries of the Goods to the Schools Recipient Schools: All pertinent original documents should be accomplished by authorized school personnel below;

Document	School
1. Inspection and Acceptance Report (IAR)	Designated Inspectorate Team
2. Delivery Receipt (DR)	Property Custodian/Designated
3. Certificate of Completion CoC)	School Head/Principal
4. Inventory of Transfer (ITR)	Property Custodian/Designated

V. SCHEDULE OF PAYMENT

• **Progress Payments**

Supplier may submit a request for payment based on the Progress Reports which shall be attached to the progress billing and should include the following: (i) quantities of items delivered based on the schedule of deliveries and other relevant terms and conditions of the contract; and (ii) Inspection and acceptance reports, including certification by supplier, as approved by duly authorized DepEd representative, that the items have been delivered on/or properly installed and commissioned in accordance with the contract.

Delivery documents as may be subsequently prescribed by DepEd shall be provided by the Supplier.

For the initial progress payment, a minimum of 25% of the Contract Price shall be paid to the Supplier upon a minimum of 25% delivery of the requirement duly inspected and accepted.

Payments shall be subject to the "Warranty" provision in the form of either retention money in an amount equivalent to at least 3% of every progress payment, or a special bank guarantee in the amount equal to at least 3% of the Contract Price required in Section 62 of RA 9184 and its IRR.



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The method and conditions of payment to be made to the Supplier through the Government disbursement procedure within sixty (60) days after the date of acceptance of Goods at the project Site and upon submission of documents under this contract shall be as follows:

- **Final payment**

Final payment shall constitute release of the retention money in case of expiry of the warranty period, or whatever is left of it, after it has been called for use under the warranty provision.

VI. AFTER SALES SUPPORT

1. The supplier shall maintain the IT equipment to be functional and in good running condition as a whole package by providing the post implementation support and services including: (i) Operation and management of deployment and (ii) deployment of support technicians for maintenance, troubleshooting and repair purposes.
2. **Technical Support:** The Supplier must have affiliated active service centers with personnel possessing any of the following: NC-II in Computer Hardware Servicing, or Licensed Electronics Technician, or Manufacturer's Certified Technician, in at least two (2) locations (in different provinces) in every region where the equipment will be deployed. Signed notarized contract agreement between the bidder and affiliated service partner shall be included in the submission. A valid and current Business permit shall be attached in the agreement. Bidder must submit List of Service Centers with contact details for all applicable Lots joined.
3. A three (3) day guarantee to repair the unit/s upon receipt of the request/report of the recipient school. Ensure availability of required spare parts of hardware items for quick response time.
4. In case unit/s cannot be repaired within the three (3) day guarantee period, **Supplier shall provide service unit/s to avoid school disruption on their equipment utilization**, and the unit/s must also be replaced within the maximum of seven (7) calendar days. **Service unit/s and replacement must be of the same branding specifications and shall be installed prior to pull-out of the defective or unrepairable unit/s.**



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5. The supplier will be requested to provide the Company profiles and Technical Support contact details. Two different mobile numbers from the main telephone companies to be provided and to be operational at least 8 hours/day and 5 days/week (business hours and days).
6. Supplier shall set up and manage Helpdesk Support that shall accommodate and process all queries and troubleshooting calls within applicable business hours and business days.
7. Supplier shall accommodate and process the recipient's immediate technical support for both hardware and software. Inquiries coming from the emails, phone calls, letters and SMS from different TelCos coming from the recipient school are considered official communication modes and shall be addressed accordingly.
8. Supplier shall submit monthly summary reports of received, resolved, pending and closed issues to DepEd Regional and Division Office.
9. Supplier shall respond reports indicating resolved, pending and closed issues to end-user.
10. Supplier shall provide a technical guide (video clips) on how to install, configure and maintain the DCP packages.

VII. WARRANTY

A three (3)-year comprehensive and onsite warranty for the whole IT Equipment package will be applied. The 3-year period shall reckon from the date of issuance of the Certification of Final Acceptance by the DepEd that the delivered goods and services have been duly inspected and accepted (final acceptance).

For the following consumable items, a standard/base warranty or minimum of one (1) year warranty shall be applied:

- i. Laptop Headsets
- ii. Optical Mouse for Laptops

The obligation for the warranty shall be covered by retention money in an amount equivalent to three percent (3%) from every progress



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payment or special bank guarantee equivalent to three percent (3%) of the Contract Price.

In case the Supplier opts for retention money, the amount shall only be released after the lapse of the entire warranty period, unless during the remainder of the warranty period, the retention money is substituted with a special bank guarantee as prescribed above.

The Special Bank Guarantee shall not contain any deletion, crossing-out, expunction, or any form of correction. Otherwise, DepEd may reject such security if any such intercalation or alteration affects any materials information or feature of the document.



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1	A certification from the Brand and product Manufacturer shall be provided confirming that the proposed brand and product parts will be available and serviceable for at least five (5) years after delivery and acceptance of the goods.
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3	Equipment marking and User Manuals, printed and/or electronic copies must be in English
4	The bidder must have an authorized service centers in at least two (2) different provinces and one (1) in the capital city of each region they are bidding for. In the case of bid join for National Capital Region (NCR), bidder must submit at least two (2) different provinces and one (1) in the regional center (refer to Annex A- Regional Center (City)) of each region they are bidding for. In the case of National Capital Region (NCR), bidder must submit at least three (3) authorized service centers in the three (3) different cities.



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Region IV-B	Oriental Mindoro	Calapan City
Region V	Albay	Legazpi City
Region VI	Iloilo	Iloilo City
Region VII	Cebu	Cebu City
Region VIII	Leyte	Tacloban City
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5 All equipment components (Smart TV and External hard drive) must have;

- waterproof and transparent **1 X 2 inches size** colored sticker bearing the DepEd Logo:



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I. TRAINING VIDEO

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 - How to install and set up Operating System (OS), software, Anti-Virus, and necessary drivers to run the PC.
 - How to format, backup and recovery data in the hard disk using the recovery disk and one touch recovery function.
 - How to update Operating System (OS) and Antivirus software.
 - How to perform preventive maintenance.
 - How to upgrade and replace the hard disk, memory, CD-ROM, and other computer peripherals.
- **Part 4: Equipment warranty and technical support procedures**
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The goods and services shall be delivered to the recipient schools within One hundred fifty (150) calendar days from receipt of the notice to proceed.

The Winning Bidder shall require all its service personnel to always wear their company IDs and uniform during deployment of DCP packages.

IV. DELIVERY AND DOCUMENTS

- a. Prior to the scheduled delivery to the Recipient Schools:
 - i. The Supplier shall notify the DepEd's Regional office, DepEd Division Supply Office and Schools School Head or Designated Property Coordinators on the schedule of the delivery.



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- b. Upon delivery of the Goods to the Recipient Schools:
- i. The Package can only be unloaded when authorized School Personnel like School Property Custodian and the School Inspectorate Team are present. If the Schools Property Custodian is not present nor available during the arrival of the package at the school, the School Head or Principal should designate/appoint plantilla personnel to receive, inspect and accept the DCP packages. School Head/Principal is also authorized to receive the DCP package. An original supporting document of the designation must be provided to the supplier.
 - ii. The supplier / forwarder shall bring the delivery receipt with quantity and specification of the delivered package to recipient schools and turned over to the School Property Custodian or designated alternate:
 - iii. The Schools Property Custodian (or designated alternate) shall perform an initial checking for the delivered package as to physical conditions of the boxes, quantity and if conforms to the items specified in the Inspection and Acceptance Report (IAR) and Property Transfer Report (PTR) prior to signing of Delivery Receipt.
 - iv. In case there are item/s is/are missing or damaged, Supplier should replace the missing/damaged items immediately. Deliveries should be rejected if found to be NOT in accordance with conditions stated in IAR.
 - v. Upon determination that deliveries are complete and in order, the School Property Custodian can now sign the PTR.
 - vi. The School's Inspectorate Team and School Property Custodian should inspect/check 100% of the delivered goods assessing the physical form and condition. Please refer to Annex E – TEST PROCEDURE. The School's Inspectorate Team shall then sign the Inspection Report for quantity, physical form and condition and if the deliveries comply with the requirements; if not, the deliveries must be rejected.
 - vii. The acceptance portion of the Inspection and Acceptance Report (IAR) and received by portion of the Property Transfer Report (PTR) shall then be signed by the School Property Custodian.



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- c. After the deliveries of the Goods to the Schools Recipient Schools:
All pertinent original documents should be accomplished by authorized school personnel below;

Document	School
1. Inspection and Acceptance Report (IAR)	Designated Inspectorate Team
2. Delivery Receipt (DR)	Property Custodian/Designated
3. Certificate of Completion (CoC)	School Head/Principal
4. Inventory of Transfer (ITR)	Property Custodian/Designated

V. SCHEDULE OF PAYMENT

• **Progress Payments**

Supplier may submit a request for payment based on the Progress Reports which shall be attached to the progress billing and should include the following: (i) quantities of items delivered based on the schedule of deliveries and other relevant terms and conditions of the contract; and (ii) Inspection and acceptance reports, including certification by supplier, as approved by duly authorized DepEd representative, that the items have been delivered on/or properly installed and commissioned in accordance with the contract.

Delivery documents as may be subsequently prescribed by DepEd shall be provided by the Supplier.

For the initial progress payment, a minimum of 25% of the Contract Price shall be paid to the Supplier upon a minimum of 25% delivery of the requirement duly inspected and accepted.

Payments shall be subject to the "Warranty" provision in the form of either retention money in an amount equivalent to at least 3% of every progress payment, or a special bank guarantee in the amount equal to at least 3% of the Contract Price required in Section 62 of RA 9184 and its IRR.



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The method and conditions of payment to be made to the Supplier through the Government disbursement procedure within sixty (60) days after the date of acceptance of Goods at the project Site and upon submission of documents under this contract shall be as follows:

- **Final payment**

Final payment shall constitute release of the retention money in case of expiry of the warranty period, or whatever is left of it, after it has been called for use under the warranty provision.

VI. AFTER SALES SUPPORT

1. The supplier shall maintain the IT equipment to be functional and in good running condition as a whole package by providing the post implementation support and services including: (i) Operation and management of deployment and (ii) deployment of support technicians for maintenance, troubleshooting and repair purposes.
2. **Technical Support:** The Supplier must have affiliated active service centers with personnel possessing any of the following: NC-II in Computer Hardware Servicing, or Licensed Electronics Technician, or Manufacturer's Certified Technician, in at least two (2) locations (in different provinces) in every region where the equipment will be deployed. Signed notarized contract agreement between the bidder and affiliated service partner shall be included in the submission. A valid and current Business permit shall be attached in the agreement. Bidder must submit List of Service Centers with contact details for all applicable Lots joined.
3. A three (3) day guarantee to repair the unit/s upon receipt of the request/report of the recipient school. Ensure availability of required spare parts of hardware items for quick response time.
4. In case unit/s cannot be repaired within the three (3) day guarantee period, **Supplier shall provide service unit/s to avoid school disruption on their equipment utilization**, and the unit/s must also be replaced within the maximum of seven (7) calendar days. **Service unit/s and replacement must be of the same branding specifications and shall be installed prior to pull-out of the defective or unrepairable unit/s.**



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5. The supplier will be requested to provide the Company profiles and Technical Support contact details. Two different mobile numbers from the main telephone companies to be provided and to be operational at least 8 hours/day and 5 days/week (business hours and days).
6. Supplier shall set up and manage Helpdesk Support that shall accommodate and process all queries and troubleshooting calls within applicable business hours and business days.
7. Supplier shall accommodate and process the recipient's immediate technical support for both hardware and software. Inquiries coming from the emails, phone calls, letters and SMS from different TelCos coming from the recipient school are considered official communication modes and shall be addressed accordingly.
8. Supplier shall submit monthly summary reports of received, resolved, pending and closed issues to DepEd Regional and Division Office.
9. Supplier shall respond reports indicating resolved, pending and closed issues to end-user.
10. Supplier shall provide a technical guide (video clips) on how to install, configure and maintain the DCP packages.

VII. WARRANTY

A three (3)-year comprehensive and onsite warranty for the whole IT Equipment package will be applied. The 3-year period shall reckon from the date of issuance of the Certification of Final Acceptance by the DepEd that the delivered goods and services have been duly inspected and accepted (final acceptance).

For the following consumable items, a standard/base warranty or minimum of one (1) year warranty shall be applied:

- i. Laptop Headsets
- ii. Optical Mouse for Laptops

The obligation for the warranty shall be covered by retention money in an amount equivalent to three percent (3%) from every progress



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payment or special bank guarantee equivalent to three percent (3%) of the Contract Price.

In case the Supplier opts for retention money, the amount shall only be released after the lapse of the entire warranty period, unless during the remainder of the warranty period, the retention money is substituted with a special bank guarantee as prescribed above.

The Special Bank Guarantee shall not contain any deletion, crossing-out, expunction, or any form of correction. Otherwise, DepEd may reject such security if any such intercalation or alteration affects any materials information or feature of the document.



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Terms of Reference (TOR)

Project Title : Supply, Delivery and Maintenance of DCP Packages FY 2025 is consisted of, **Batch 2025-04: Laptop for Non-Teaching**

General Specification :

Procurement of Information Technology devices for DepEd Computerization Program for FY2025 is consisted of the following;

1. Laptop for Non-Teaching consist of 1 Laptop and is intended to Administrative Officer II of public schools.


General Technical Specification and Terms of Reference :

ITEM	SPECIFICATION
1	A certification from the Brand and product Manufacturer shall be provided confirming that the proposed brand and product parts will be available and serviceable for at least five (5) years after delivery and acceptance of the goods.
2	Unit must be brand new, and the model must be current and not in "end of life" as reflected in the current product line found in the manufacturer's official website or official product brochure or similar literature and in the Manufacturer's Certificate issued for this purpose.
3	Equipment marking and User Manuals, printed and/or electronic copies must be in English
4	The bidder must have an authorized service centers in at least two (2) different provinces and one (1) in the capital city of each region they are bidding for. In the case of bid join for National Capital Region (NCR), bidder must submit at least two (2) different provinces and one (1) in the regional center (refer to Annex A- Regional Center (City)) of each region they are bidding for. In the case of National Capital Region (NCR), bidder must submit at least three (3) authorized service centers in the three (3) different cities.



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	<p>List of Regional Centers:</p> <table border="1"> <thead> <tr> <th>REGION</th> <th>PROVINCE</th> <th>CENTER (City)</th> </tr> </thead> <tbody> <tr> <td>Region I</td> <td>La Union</td> <td>San Fernando City</td> </tr> <tr> <td>Region II</td> <td>Cagayan</td> <td>Tuguegarao City</td> </tr> <tr> <td>Region III</td> <td>Pampanga</td> <td>San Fernando City</td> </tr> <tr> <td>Region IV-A</td> <td>Laguna</td> <td>Calamba City</td> </tr> <tr> <td>Region IV-B</td> <td>Oriental Mindoro</td> <td>Calapan City</td> </tr> <tr> <td>Region V</td> <td>Albay</td> <td>Legazpi City</td> </tr> <tr> <td>Region VI</td> <td>Iloilo</td> <td>Iloilo City</td> </tr> <tr> <td>Region VII</td> <td>Cebu</td> <td>Cebu City</td> </tr> <tr> <td>Region VIII</td> <td>Leyte</td> <td>Tacloban City</td> </tr> <tr> <td>Region IX</td> <td>Zamboanga Del Sur</td> <td>Pagadian City</td> </tr> <tr> <td>Region X</td> <td>Misamis Oriental</td> <td>Cagayan De Oro City</td> </tr> <tr> <td>Region XI</td> <td>Davao Del Sur</td> <td>Davao City</td> </tr> <tr> <td>Region XII</td> <td>South Cotabato</td> <td>Koronadal City</td> </tr> <tr> <td>CAR</td> <td>Benguet</td> <td>Baguio City</td> </tr> <tr> <td>CARAGA</td> <td>Agusan Del Norte</td> <td>Butuan City</td> </tr> </tbody> </table> <p>The bidder shall provide the following:</p> <ul style="list-style-type: none"> • Signed notarized contract agreement between the bidder and authorized service partner. • A valid and current Business permit of the Service center. • Authorized Service Center/s contact details. 	REGION	PROVINCE	CENTER (City)	Region I	La Union	San Fernando City	Region II	Cagayan	Tuguegarao City	Region III	Pampanga	San Fernando City	Region IV-A	Laguna	Calamba City	Region IV-B	Oriental Mindoro	Calapan City	Region V	Albay	Legazpi City	Region VI	Iloilo	Iloilo City	Region VII	Cebu	Cebu City	Region VIII	Leyte	Tacloban City	Region IX	Zamboanga Del Sur	Pagadian City	Region X	Misamis Oriental	Cagayan De Oro City	Region XI	Davao Del Sur	Davao City	Region XII	South Cotabato	Koronadal City	CAR	Benguet	Baguio City	CARAGA	Agusan Del Norte	Butuan City
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5	<p>All equipment components (Smart TV and External hard drive) must have;</p> <ul style="list-style-type: none"> • waterproof and transparent 1 X 2 inches size colored sticker bearing the DepEd Logo:  <ul style="list-style-type: none"> • 2X4 inches size sticker bearing Supplier's contact information (office address, email, mobile and landline numbers). <p>DepEd will provide placement and design of the stickers.</p>																																																



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I. TRAINING VIDEO

The supplier shall provide training videos and presented as modules as follows:

- **Introduction**
- **Part 1: Equipment components and functionalities**
 - Laptop for Non-Teachers
- **Part 2: Proper Installation and configuration of equipment**
 - This part contains the following topics:
 - **Setting up Laptop**
 - Basic Information
 - Laptop ports usage
- **Part 3: Troubleshooting & System Restoration / Backup**
 - How to install and set up Operating System (OS), software, Anti-Virus, and necessary drivers to run the PC.
 - How to format, backup and recovery data in the hard disk using the recovery disk and one touch recovery function.
 - How to update Operating System (OS) and Antivirus software.
 - How to perform preventive maintenance.
 - How to upgrade and replace the hard disk, memory, and other computer peripherals.
- **Part 4: Equipment warranty and technical support procedures**
 - Steps and procedures for hardware or software failure or malfunctions reporting using the helpdesk.
 - Orientation on the scope of warranties and procedures of the after sales support.
 - **Helpdesk Support escalation procedures**



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II. PRE-DELIVERY INSPECTION

Pre-Delivery Inspection DepEd will use the "Inspection by Sampling" to inspect at least 10% of the total quantity of goods as described in DepEd Order No. 041 s. 2021 – *Inspection and Acceptance Protocols for the Procurement of Goods in the Department of Education* and shall use the recommended test procedure in the Annex D – TEST PROCEDURE.

The inspection technique to be adopted during the pre-delivery inspection shall be based on the inspection or sampling plan prepared by the Information and Communication Technology Service (ICTS). However, upon delivery to the project sites, sampling Methods of inspection shall not be applicable; thus, the items must be individually inspected. A maximum of only three (3) pre-delivery inspection activity will be accommodated.

III. DEPLOYMENT

The details on deployment shall be in accordance with DepEd Order No. 041 s. 2021 – *Inspection and Acceptance Protocols for the Procurement of Goods in the Department of Education*.

List of recipient DepEd Recipient Divisions and their locations shall be based on the Master List made available by the Region prior to Bidding.

The goods and services shall be delivered to the recipient schools within Ninety (90) calendar days from receipt of the notice to proceed.

The Winning Bidder shall require all its service personnel to always wear their company IDs and uniform during deployment of DCP packages.

IV. DELIVERY AND DOCUMENTS

- a. Prior to the scheduled delivery to the Schools Division Office (SDO):
 - i. The Supplier shall notify the DepEd's Regional Office, DepEd Division Supply Office on the schedule of the delivery.



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- b. Upon delivery of the Goods to the Recipient SDO:**
- i. The Package can only be unloaded when authorized SDO Personnel like Supply Officer and the SDO Inspectorate Team are present. If the Supply Officer is not present nor available during the arrival of the package at the SDS designate/appoint plantilla personnel to receive, inspect and accept the DCP packages. An original supporting document of the designation must be provided to the supplier.
 - ii. The supplier / forwarder shall bring the delivery receipt with quantity and specification of the delivered package to SDO and turned over to the Supply Officer or designated alternate:
 - iii. The SDO Supply Officer (or designated alternate) shall perform an initial checking for the delivered package as to physical conditions of the boxes, quantity and if conforms to the items specified in the Inspection and Acceptance Report (IAR) and Property Transfer Report (PTR) prior to signing of Delivery Receipt.
 - iv. In case there are item/s is/are missing or damaged, Supplier should replace the missing/damaged items immediately. Deliveries should be rejected if found to be NOT in accordance with conditions stated in IAR.
 - v. Upon determination that deliveries are complete and in order, the Supply Officer can now sign the PTR.
 - vi. The Division's Inspectorate Team and Supply Officer should inspect/check 100% of the delivered goods assessing the physical form and condition. Please refer to Annex E – TEST PROCEDURE. The Division's Inspectorate Team shall then sign the Inspection Report for quantity, physical form and condition and if the deliveries comply with the requirements; if not, the deliveries must be rejected
 - vii. The acceptance portion of the Inspection and Acceptance Report (IAR) and received by portion of the Property Transfer Report (PTR) shall then be signed by the Supply Officer.
- c. After the deliveries of the Goods to the Schools Division Office:**
All pertinent original documents should be accomplished by authorized school personnel below;



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Document	Division
1. Inspection and Acceptance Report (IAR)	Designated Inspectorate Team
2. Delivery Receipt (DR)	Supply Officer/Designated
3. Certificate of Completion CoC)	Schools Division Superintend
4. Inventory of Transfer (ITR)	Supply Officer/Designated

SCHEDULE OF PAYMENT

- **Progress Payments**

Supplier may submit a request for payment based on the Progress Reports which shall be attached to the progress billing and should include the following: (i) quantities of items delivered based on the schedule of deliveries and other relevant terms and conditions of the contract; and (ii) Inspection and acceptance reports, including certification by supplier, as approved by duly authorized DepEd representative, that the items have been delivered on/or properly installed and commissioned in accordance with the contract.

Delivery documents as may be subsequently prescribed by DepEd shall be provided by the Supplier.

For the initial progress payment, a minimum of 25% of the Contract Price shall be paid to the Supplier upon a minimum of 25% delivery of the requirement duly inspected and accepted.

Payments shall be subject to the "Warranty" provision in the form of either retention money in an amount equivalent to at least 3% of every progress payment, or a special bank guarantee in the amount equal to at least 3% of the Contract Price required in Section 62 of RA 9184 and its IRR.

The method and conditions of payment to be made to the Supplier through the Government disbursement procedure within sixty (60)



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days after the date of acceptance of Goods at the project Site and upon submission of documents under this contract shall be as follows:

- **Final payment**

Final payment shall constitute release of the retention money in case of expiry of the warranty period, or whatever is left of it, after it has been called for use under the warranty provision.

V. AFTER SALES SUPPORT

1. The supplier shall maintain the IT equipment to be functional and in good running condition as a whole package by providing the post implementation support and services including: (i) Operation and management of deployment and (ii) deployment of support technicians for maintenance, troubleshooting and repair purposes.
2. Technical Support: The Supplier must have affiliated active service centers with personnel possessing any of the following: NC-II in Computer Hardware Servicing, or Licensed Electronics Technician, or Manufacturer's Certified Technician, in at least two (2) locations (in different provinces) in every region where the equipment will be deployed. Signed notarized contract agreement between the bidder and affiliated service partner shall be included in the submission. A valid and current Business permit shall be attached in the agreement. Bidder must submit List of Service Centers with contact details for all applicable Lots joined.
3. A three (3) day guarantee to repair the unit/s upon receipt of the request/report of the recipient school. Ensure availability of required spare parts of hardware items for quick response time.
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5. The supplier will be requested to provide the Company profiles and Technical Support contact details. Two different mobile numbers from the main telephone companies to be provided and to be operational at least 8 hours/day and 5 days/week (business hours and days).
6. Supplier shall set up and manage Helpdesk Support that shall accommodate and process all queries and troubleshooting calls within applicable business hours and business days.
7. Supplier shall accommodate and process the recipient's immediate technical support for both hardware and software. Inquiries coming from the emails, phone calls, letters and SMS from different TelCos coming from the recipient school are considered official communication modes and shall be addressed accordingly.
8. Supplier shall submit monthly summary reports of received, resolved, pending and closed issues to DepEd Regions and Division Office.
9. Supplier shall respond reports indicating resolved, pending and closed issues to DepEd Regions and Divisions
10. DepEd Regions/Divisions shall accommodate non-supplier action report at region/division assigned email addresses
11. Supplier shall provide a technical guide (video clips) on how to install, configure and maintain the DCP packages.

VI. WARRANTY

A three (3)-year comprehensive and onsite warranty for the whole IT Equipment package will be applied. The 3-year period shall reckon from the date of issuance of the Certification of Final Acceptance by the DepEd that the delivered goods and services have been duly inspected and accepted (final acceptance).

For the following consumable items, a standard/base warranty or minimum of one (1) year warranty shall be applied:

- i. Laptop Headsets
- ii. Optical Mouse for Laptops



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The obligation for the warranty shall be covered by retention money in an amount equivalent to three percent (3%) from every progress payment or special bank guarantee equivalent to three percent (3%) of the Contract Price.

In case the Supplier opts for retention money, the amount shall only be released after the lapse of the entire warranty period, unless during the remainder of the warranty period, the retention money is substituted with a special bank guarantee as prescribed above.

The Special Bank Guarantee shall not contain any deletion, crossing-out, expunction, or any form of correction. Otherwise, DepEd may reject such security if any such intercalation or alteration affects any materials information or feature of the document.