



**REQUEST FOR QUOTATION**

The Civil Aviation Authority of the Philippines (CAAP-Main Office), through its Canvass and Contract Committee (CCC), will undertake a **Small Value Procurement** for the “Procurement of 1-Year Service Level Agreement (SLA) for the CAAP Document Management System: Archive One” in accordance with Section 53.9 of the Implementing Rules and Regulations of Republic Act No. 9184.

RFQ No. : **C24-018-04**  
 Name of Project : **Procurement of 1-Year Service Level Agreement (SLA) for the CAAP Document Management System: Archive One**  
 Approved Budget for Contract : **P400,000.00**  
 Terms : See the attached Annex “A” for Terms of Reference and corresponding Specifications  
 Location : Procurement Division, CAAP, MIA Road, Pasay City  
 Delivery Term : **Thirty (30) calendar days** from the receipt of Notice for Compliance  
 Partial delivery is **not allowed**  
 Delivery Location : **Civil Aviation Authority of the Philippine**  
 Delivery Time : 8:00 AM – 4:00 PM (working days)

Interested suppliers are required to submit their valid and current documents which must be properly fastened and sealed in an envelope:

1. Mayor’s or Business Permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zones or Areas;
2. Income Business Tax Return for ABC’s above P500,000.00;
3. PHILGEPS Certificate of Registration;
4. Tax Clearance;
5. Notarize Omnibus Sworn Statement (GPPB prescribed Form) for ABC’s above P50,000.00; (Authorized representative much attach Special Power of Attorney (SPA) for Sole Proprietorship Certificate for Corporation)
6. Price quotation from (**Annex “A”**) during submission of offer/Quotation.

The winning supplier shall – upon claiming of the Contract – present the original copy of the documents listed above for comparison, or submit a **Certified True Copy** of the original document which must be certified by the issuing government agency. However, the **original copy** of the Omnibus Sworn Statement, Price Quotation Form, and Brochure **must be included in the sealed bid**.

Price quotation/s must be valid for a period of one hundred twenty (120) calendar days from the date of submission.

The quotation shall be submitted in sealed envelope on or before the closing date of **MAY 24 2024** at 10:00 AM, CAAP Procurement Division and addressed to:

**ATTY. JOHN BEAU B. MASIGLAT**  
 Chairperson, Canvass and Contract Committee  
 Gate 3 CAAP, Old MIA Road  
 Pasay City, Metro Manila



Quotations exceeding the Approved Budget for the Contract shall be rejected.

Award of contract shall be made to the lowest quotation, which complies with the minimum description as stated above and other terms and conditions stated in the price quotation form. In case two or, more bidders are determined to have submitted the Lowest Calculated/Lowest Calculated and Responsive Quotation, CAAP-CCC shall adopt and employ "draw lots" as the tie breaking method to finally determine the single winning provider in accordance with GPPB Circular 06-2005.

The CAAP-TIAC shall have the right to inspect and/or test the goods to confirm their conformity to the technical specifications.

Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by the bidder or his/her duly authorized representative/s.

Liquidated damages equivalent to one tenth of one percent (0.1%) of the value of the goods not delivered within the prescribed delivery period shall be imposed per day of delay. CAAP shall rescind the contract once the cumulative amount of liquidated damaged reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.

**ATTY. JOHN BLAU B. MASIGLAT**  
CCC Chairperson



**PRICE QUOTATION FORM**

Date: \_\_\_\_\_

The Chairperson  
 Canvass and Contract Committee  
 Procurement Division, CAAP,  
 MIA Road, Pasay City

Sir:  
 After having carefully read and accepted the terms and conditions in the Request for Quotation, hereunder is our quotation/s for the item/s as follows:

Procurement of 1-Year Service Level Agreement (SLA) for the CAAP Document Management System: ArchiveOne				
Technical Specifications	QTY	Unit	Unit Price	Total Price
	1	lot		
<p><b>The Service Provider has the following responsibilities:</b></p> <p><b>Service Scope</b></p> <p>The following Services shall be covered by the Agreement:</p> <ul style="list-style-type: none"> <li>✓ Manned telephone support</li> <li>✓ Monitored email support</li> <li>✓ Remote assistance using Remote Desktop and a Virtual Private Network where available</li> <li>✓ Planned or Emergency Onsite assistance</li> <li>✓ Monthly system health check with report</li> </ul> <p>Service Provider responsibilities and/or requirements in support of the Agreement shall include:</p> <ul style="list-style-type: none"> <li>✓ Meeting response times associated with service-related incidents.</li> <li>✓ Appropriate notification to CAAP for all scheduled maintenance</li> </ul>				

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<p><b>Software Assurance and Upgrade:</b></p> <ul style="list-style-type: none"> <li>✓ Access to software patches diagnosed as defects in a currently supported version of the Software.</li> <li>✓ All modifications, refinements, enhancements, and improvements which the service provider incorporates into and makes part of the Software.</li> <li>✓ Upgrade to the latest version of the software which the service provider makes available to its general licensee base every three (3) years.</li> </ul> <p><b>Preventive Maintenance:</b></p> <p>Preventive maintenance shall be scheduled at least every quarter. During preventive maintenance, the service provider shall perform the following:</p> <ul style="list-style-type: none"> <li>✓ System Health Check</li> <li>✓ Database Integrity Check</li> <li>✓ Index Defragmentation</li> <li>✓ Operating System Patch Reviews</li> <li>✓ Disk Sizing Check</li> <li>✓ If the activity is an internal IT task. Proof of action will be requested.</li> <li>✓</li> </ul> <p><b>Service Management:</b></p> <p>In order to effectively provide support services to CAAP, the following are the details on the availability, monitoring on in-scope services and related components.</p>				
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<p><b>Service Availability</b></p> <ul style="list-style-type: none"><li>a. Telephone support shall be from 8AM to 5PM Monday – Friday</li><li>b. All calls/chats received out of office hours and holidays will be acted within 24hrs from the time of reporting.</li><li>c. Email support shall be monitored from 8AM to 5PM Monday – Friday</li><li>d. All emails received outside of office hours and holidays will be acted within 24 hours from the time of reporting.</li><li>e. Onsite assistance shall be four (4) hours from the time of reporting Monday to Friday</li><li>f. Onsite assistance, shall be twenty-four (24) hours from the time of reporting Saturday, Sunday and holidays.</li></ul> <p><b>Service Requests</b></p> <p>The Service Provider shall respond to service-related incidents and/or requests submitted by CAAP within the following time frames:</p> <ul style="list-style-type: none"><li>a. Service request/reporting can be made via email, calls and chat</li><li>b. 0-4 hours (during business hours) for issues classified as High Priority.</li></ul>				
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<p>c. Within 24 hours for issues classified as Medium Priority.</p> <p>d. Within 48 hours for issues classified as Low Priority.</p> <p>e. Remote assistance will be provided in-line with the above time frame based on priority classification.</p>				
<b>Total (Inclusive of VAT)</b>				

(Amount in Words)

The above-quoted prices are inclusive of all costs and applicable taxes.

Very truly yours,

\_\_\_\_\_  
 Name/Signature of Representative

\_\_\_\_\_  
 Position

\_\_\_\_\_  
 Name of Company

\_\_\_\_\_  
 Contact No.

\_\_\_\_\_  
 Email Address



### TERMS OF REFERENCE

<b>Name of Project</b>	:	<b>Procurement of 1-year Service Level Agreement for the CAAP Document Management System : ARCHIVE ONE</b>
<b>Approved Budget</b>	:	P400,000.00
<b>Delivery Period</b>	:	Thirty (30) calendar days from the receipt of Notice for Compliance  <i>Note: Partial delivery is <b>not allowed</b>.</i>
<b>Delivery Location</b>	:	CAAP Head Office Warehouse  <i>Note: Delivery must be made only from 8:00AM – 4:00PM during regular work days.</i>  <i>A Written Notice must be sent to the official email address of the Procurement Division (procurement@caap.gov.ph) and Supply Division (supply@caap.gov.ph) at least seven (7) calendar days prior to the intended date of delivery.</i>  <i>A confirmation of availability of concerned office must be received by the supplier before proceeding with the delivery. None compliance may be a ground for refusal of entry to th premises and receipt of delivery with o fault on the part of the Civil Aviation Authority of the Philippines.</i>
<b>Terms of Payment</b>	:	The Payment shall be made upon signing of the Service Level Agreement between CAAP and the service provider.

#### Technical Specifications:

This Service Level Agreement (SLA) shall be made by and between the Civil Aviation Authority of the Philippines (CAAP) and the service provider (winning bidder) for the provisioning of IT services required to support and sustain the CAAP Document Management System: ARCHIVE ONE.

#### The Service Provider has the following responsibilities:

##### Service Scope

The following Services shall be covered by the Agreement:

- ✓ Manned telephone support
- ✓ Monitored email support
- ✓ Remote assistance using Remote Desktop and a Virtual Private Network where available
- ✓ Planned or Emergency Onsite assistance
- ✓ Monthly system health check with report

Service Provider responsibilities and/or requirements in support of the Agreement shall include:

- ✓ Meeting response times associated with service-related incidents.
- ✓ Appropriate notification to CAAP for all scheduled maintenance

**Software Assurance and Upgrade:**

- ✓ Access to software patches diagnosed as defects in a currently supported version of the Software.
- ✓ All modifications, refinements, enhancements, and improvements which the service provider incorporates into and makes part of the Software.
- ✓ Upgrade to the latest version of the software which the service provider makes available to its general licensee base every three (3) years.

**Preventive Maintenance:**

Preventive maintenance shall be scheduled at least every quarter. During preventive maintenance, the service provider shall perform the following:

- ✓ System Health Check
- ✓ Database Integrity Check
- ✓ Index Defragmentation
- ✓ Operating System Patch Reviews
- ✓ Disk Sizing Check
- ✓ If the activity is an internal IT task. Proof of action will be requested.

**Service Management:**

In order to effectively provide support services to CAAP, the following are the details on the availability, monitoring on in-scope services and related components.

**Service Availability**

- a. Telephone support shall be from 8AM to 5PM Monday – Friday
- b. All calls/chats received out of office hours and holidays will be acted within 24hrs from the time of reporting.
- c. Email support shall be monitored from 8AM to 5PM Monday – Friday
- d. All emails received outside of office hours and holidays will be acted within 24 hours from the time of reporting.
- e. Onsite assistance shall be four (4) hours from the time of reporting Monday to Friday



- f. Onsite assistance, shall be twenty-four (24) hours from the time of reporting Saturday, Sunday and holidays.

**Service Requests**

The Service Provider shall respond to service-related incidents and/or requests submitted by CAAP within the following time frames:

- a. Service request/reporting can be made via email, calls and chat
- b. 0-4 hours (during business hours) for issues classified as High Priority.
- c. Within 24 hours for issues classified as Medium Priority.
- d. Within 48 hours for issues classified as Low Priority.
- e. Remote assistance will be provided in-line with the above time frame based on priority classification.

**Prepared By:**

  
**CHERYL J. WALICAN**  
*Administrative Assistant I, MISD*

**Approved By:**

  
**JOSE DENNIS S. AREVALO**  
*OIC, MISD*