

TERMS OF REFERENCE

SLES 11 NOVELL OPEN ENTERPRISE SERVER / NOVELL LICENSE SUBSCRIPTION FOR ONE (1) YEAR

The Maritime Industry Authority, hereinafter referred to as MARINA, requires the maintenance and support services of an IT Supplier/Integrator/Services, for its license and software maintenance related requirements.

I. APPROVED BUDGET FOR THE CONTRACT (ABC)

The total approved budget for the project is Php 480,000.00 inclusive of all applicable government taxes and service charges.

II. THE FOLLOWING TERMS SHALL GOVERN THE REQUIRED SERVICES:

1. One (1)- Year Subscription of 20 Novell Licenses;
2. One (1)-Year Software Maintenance (On-Site Support, e-Mail / Telephone Support, and On-Line Remote Support;
3. Service Response;

The Maintenance Integrator will make available to MARINA a telephone number for MARINA to call requesting service of the Covered Software. The integrator response time on NEXT BUSINESS DAY (NBD) during business hours, 9:00 a.m. to 6:00 p.m., Monday through Friday.

Service Window	9:00 AM – 6:00 PM Monday to Friday, except holidays
Cut off time (Same Day Service)	2:00 PM
Cut off time (Next Business Day Service)	5:00 PM

4. Maintenance Services;

During the term of this Agreement, the IT Integrator shall maintain the Covered Software by providing software updates and enhancements to MARINA. All software updates and enhancements provided to MARINA by the integrator shall be subject to the terms and conditions of the License Agreement between the IT Integrator and MARINA. Updates shall be provided on an as-available basis and include the items listed below

(1) Bug fixes;

(2) Performance enhancements to Covered Software

Updates shall be provided in machine-readable format and updates to related documentation will be provided on CD or via an FTP Site. Duplication, distribution and installation of Updates is the responsibility of MARINA. If requested, the integrator shall provide on-site assistance in the installation of Updates on a time and materials basis

5. Schedule;

Schedule once every quarter onsite visit. Every second (2nd) Tuesday of the quarter. Health check of Open Enterprise Server. MARINA must provide administrator access to the engineer assigned. Once problem has been found, corresponding appropriate action shall be taken by the engineer assigned

III. TERM OF PAYMENT

1. The payment shall be made after the delivery and/or electronic uploading of the license.