



REQUEST FOR QUOTATION

The Maritime Industry Authority (MARINA) – Bids and Awards Committee (BAC), will undertake a Small Value Procurement for the **SUPPLY, DELIVERY AND CONFIGURATION OF QUEUING MANAGEMENT SYSTEM (LEASED TO OWN SCHEME) - 2ND POSTING** for FY 2021 in accordance with Section 53.9 of the 2016 Revised Implementing Rules and Regulation of Republic Act No. 9184

Please quote your **best offer** for the item described herein, **subject to the Terms and Conditions** provided at the last page of this Request for Quotation (RFQ). Submit your quotation duly signed by you or your representative **not later than (31 August 2021, 01:00 P.M.)** at the MARINA BAC Office, located at 10th Floor MARINA Building, Bonifacio Drive cor. 20th Street, Port Area, Manila, Philippines.

A copy of your **2021 Business/Mayor's Permit¹**, **PhilGEPS Registration Number**, **Latest Income Tax Return**, and **Omnibus Sworn Statement²** are required to be submitted along with your quotation/proposal.

Additional MARINA Qualification Requirements:

1. The Supplier must have at least three (3) Clients Satisfactory Rating with SEC, DTI or CDA Registration.
2. The Supplier has at least three (3) years of technical experience in the installation, commissioning and maintenance of Queuing Management System (QMS).
3. The Supplier must have no pending case(s) against the government.

For any clarification, you may contact us at 2021marinabac@gmail.com.

VADM RENE V MEDINA AFP (RET)
MARINA BAC Chairperson

¹ In case of recently expired Mayor's/Business permit, it shall be accepted together with its official receipt as proof that the bidder has applied for renewal within the period prescribed by the concerned local government unit, provided that the renewed permit shall be submitted after award of contract but before payment in accordance with item 6.2 of Government Procurement Policy Board (GPPB) Resolution No. 09-2020.

² In case of Unnotarized Omnibus Sworn Statement, it shall be accepted, provided that the notarized Omnibus Sworn Statement shall be submitted after award of contract but before payment in accordance with item 6.3 of GPPB No. 09-2020.

MARINA Building
20th Street corner Bonifacio Drive
1018 Port Area (South), Manila

Tel. Nos: (632) 523-9078 / 526-0971
Fax No: (632) 524-2895
Website: www.marina.gov.ph

DATE: _____

NAME OF COMPANY:

ADDRESS:

COMPANY ADDRESS:

COMPANY TIN NUMBER:

PHILGEPS REGISTRATION NUMBER:

NAME OF REPRESENTATIVE & DESIGNATION:

MARINA Building
20th Street corner Bonifacio Drive
1018 Port Area (South), Manila

Tel. Nos: (632) 523-9078 / 526-0971
Fax No: (632) 524-2895
Website: www.marina.gov.ph

INSTRUCTIONS:

- (1) Accomplish this RFQ correctly and accurately.
- (2) Do not alter the content of this form in any way.
- (3) All technical specifications are mandatory. Failure to comply with any of the mandatory requirements will disqualify your quotation.
- (4) Failure to follow these instructions will disqualify your entire quotation.

The Supplier must state here either "Comply" or any equivalent term in the column "The Supplier Statement of Compliance" against each of the individual parameters of each specification.

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

SUPPLY, DELIVERY AND CONFIGURATION OF QUEUING MANAGEMENT SYSTEM (LEASED TO OWN SCHEME) - 2ND POSTING						
Item No.	Unit	Specification	Qty	Unit Cost	Total Cost	The Supplier Statement of Compliance
DELIVERABLES						
1	Units	65 inches Monitor Display <u>Specs:</u> Resolutions 3840 x 2160, full HD, 4k UHD, LED Backlight, Dynamic contrast ratio (3,000,000:1) Brightness 500cd/m2 response Time 6ms Connection: HDM x2 (2.0) x2 (1.4) Component Terminal (yes) Network: Lan Terminal (yes) DLNA (yes) Wall mounted (yes) Dimension (WxHxD) 1452x310x875mm (WxDxH) with base 1452x83x837mm (WxDxH) without base <i>Including the services of IT programmer and installation</i>	10			
2	Units	Queuing Management Software (Unlimited License): a) Queuing server kiosk b) Servicing agents c) Multimedia display	6			

3	Unit	Server Specs: <ul style="list-style-type: none"> Form Factor – 1U Rack /2S Processor – Intel Xeon E5-2620 v3 2.4GHz, 15M Cache, 8.00 GT/s QPI, Turbi, HT, 6C/12T (85W) Max Mem Memoray/Max – 2 x 16 GB RDIMM, 2133MT/s. Dual Rank, x8 Data Width (8/12) max DIMM slots) HD Capacity – 2 x 500GB 10K RPM SAS 12Gbps 2.5in Hot-plug Hard Drive (max 8 HDD) Optical – DVD+/-RW SATA Internal RAID – PERC H730P Integrated RAID Controller, 2GB Cache Onboard NICs – On-Board LOM 1GBE (Quad Port) Power Supplies – Single, Hot-plug Power Supply (1+0), 550W Static Rail – Ready Rails, Sliding Rails With Cable Management Arm Keyboard – USB Keyboard Mouse – USB Optical Mouse Warranty – Three (3) years next Business Day On Site OS - Windows Server 2012 Other Requirements – Two (2) KVA UPS 	1			
4	Units	TICKET DISPENSER Specs: <ul style="list-style-type: none"> 15" Touch Screen Monitor Thermal Printer with 80mmx70mm thermal paper Wood Enclosure Ticket Kiosk Stand; Dimension: 41.5cm (L) x 39cm (W) x 144cm (H) capable of issuing different series of queue Tickets for at least seven (7) type of services, which can be expanded based on the future requirements of MARINA Has automatic cutter of printed queue tickets Capable of adding logo or other images and text on any part of the queue tickets Queue tickets are printed only when the selected service was pressed Has the capability to print the date and time on the ticket Queue numbers can be automatically reset at the beginning of each day Shall include initial supply of at least three hundred (300) rolls of thermal paper for printing the queue numbers 	4			
5	Rolls	Thermal paper for queue kiosk	300			

TECHNICAL FUNCTIONALITY		
1	TICKET ISSUING <ul style="list-style-type: none"> a) The ticket dispensing kiosk should have the capability to display a number of query types as defined by MARINA for the client to select from. b) The ticket dispensing kiosk should be able to issue uniquely numbered tickets (i.e. No number duplication). c) The ticket dispensing kiosk should have the capability for the ticket dispensing kiosk to issue a ticket based on the service or enquiry type that is selected by the client. d) The ticket dispensing kiosk must have the ability to print the content within the ticket with certain information highlighted e.g. ticket number in a bigger font, bold and date and time stamp in smaller font etc. e) The ticket dispensing kiosk has the capability of ticket reprinting capability when there is a printer jam. f) The ticket dispensing kiosk should have an alert capability if there is a technical problem with the kiosk; and g) The ticket dispensing kiosk should have an early warning when consumables i.e. thermal paper reaches low level. 	
2	CLIENT QUEUING <ul style="list-style-type: none"> a) The system should be able to handle both linear and virtual queuing principles. Linear queuing is when the client actually queues in a queue in front of the servicing agent. Virtual queuing is when the QMS do the queuing for the client and the client is called to be serviced by the correct client service agent; and b) While waiting, the QMS should have the capability to play entertainment and other relevant informative content on the client facing multimedia display. 	
3	CONSUMABLES <ul style="list-style-type: none"> a) 300 rolls of thermal papers for the QMS system must be provided by the supplier. 	
4	INTEGRATION REQUIREMENTS/CAPABILITIES <ul style="list-style-type: none"> a) More attentive service for elderly, disabled and technologically-inept clients, by pre-identifying their service query upfront. b) The display screens must have the capability to display infotainment contents either from the QMS system itself or from an external source (e.g. TV signal, set-top box). 	

5	<p>QUEUE MANAGEMENT REPORTING REQUIREMENTS The Queue Management System must have real time reports but not limited to the following:</p> <ul style="list-style-type: none"> a) Average and longest waiting time per service type; b) Average service time (per client): <ul style="list-style-type: none"> i. Per Service type ii. Per Service Desk iii. Per User (Client Only) c) Average ticket issuing load; d) Report delivery scheduler; e) Client feedback report per service type per agent; f) Dashboard that must be available to the supervisors: <ul style="list-style-type: none"> i. Number of clients serviced ii. Type of clients serviced iii. Average waiting times iv. Average service times v. Number of abandoned tickets. g) Number of cases per query type, to identify a root cause for seasonal influx in order to react proactively in the future. 	
6	<p>TECHNICAL SUPPORT The supplier shall provide technical support via telephone/fax, on-site assistance to resolve technical and other problems. Resolutions can be delivered in the form of telephone, electronic and/or on-site resolution. It shall refer to a condition wherein the reported problem is resolved by the proponent to the satisfaction of the end-user.</p> <p>The proponent shall resolve a problem within twenty-four (24) hours after it was reported by MARINA in any available and fastest means of communications.</p>	
7	<p>WORK REQUIRED The supplier shall include additional components required to make the system operate, although not specifically detailed in this specification.</p>	
8	<p>SUPPLIER'S RESPONSIBILITY The supplier shall install and configure all deliverables.</p>	
9	<p>MAINTENANCE, SUPPORT AND WARRANTY</p> <ul style="list-style-type: none"> a) The supplier shall provide technical support via telephone/fax, on-site assistance to resolve technical and other problems. Resolutions can be delivered in the form of telephone, electronic and/or on-site resolution. It shall refer to a condition wherein the reported problem is resolved by the proponent to the satisfaction of the end-user. b) To provide maintenance for the duration of the warranty period, adequate supply of parts must be readily available. c) After Sales Service and Support during the warranty period, all reported defects shall be completely/satisfactorily repaired/replaced by the winning supplier. d) The MARINA shall have the right to reject and return the unit(s) and cancel the corresponding Contract if units delivered are defective, incomplete or non compliant to the specifications herein specified. 	

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

The delivery schedule expressed as week/months stipulates hereafter a delivery date which is the date to the project site.

SUPPLY, DELIVERY AND CONFIGURATION OF QUEUING MANAGEMENT SYSTEM (LEASED TO OWN SCHEME) - 2ND POSTING				
Item No.	Specification	Qty	Unit	Delivery Schedule**
DELIVERABLES				
1	66 inches Monitor Display <u>Specs:</u> Resolutions 3840 x 2160, full HD, 4k UHD, LED Backlight, Dynamic contrast ratio (3,000,000:1) Brightness 500cd/m2 response Time 6ms Connection: HDM x2 (2.0) x2 (1.4) Component Terminal (yes) Network: Lan Terminal (yes) DLNA (yes) Wall mounted (yes) Dimension (WxDxH) 1452x310x875mm (WxDxH) with base 1452x83x837mm (WxDxH) without base <i>Including the services of IT programmer and installation</i>	10	Units	- The supplier shall supply, deliver, test and commission the Command Center in the period of forty-five (45) calendar days from receipt of the Notice to Proceed (NTP) at the MARINA Building, Bonifacio Drive, cor 20 th St. Port Area, Manila; - Deliveries should be made within office hours and on regular working days on or before the stipulated date in the contract unless otherwise specified for valid reason why the same cannot be complied with; and - MARINA Shall impose penalty of 1/10 of 1% of the total value of the undelivered order for each day of delay as liquidated damages after the specified allowable numbers of days to deliver the units.
2	Queuing Management Software (Unlimited License): a) Queuing server kiosk b) Servicing agents c) Multimedia display	6	Unit	
3	Server <u>Specs:</u> Form Factor – 1U Rack /2S - Processor – Intel Xeon E5-2620 v3 2.4GHz, 15M Cache, 8.00 GT/s QPI, Turbi, HT, 6C/12T (85W) Max Mem - Memory/Max – 2 x 16 GB RDIMM, 2133MT/s, Dual Rank, x8 Data Width (8/12) max DIMM slots) - HD Capacity – 2 x 500GB 10K RPM SAS 12Gbps 2.5in Hot-plug Hard Drive (max 8 HDD) - Optical – DVD+-RW SATA Internal - RAID – PERC H730P Integrated RAID Controller, 2GB Cache - Onboard NICs – On-Board LOM 1GBE (Quad Port) - Power Supplies – Single, Hot-plug Power Supply (1+0), 550W - Static Rail – Ready Rails, Sliding Rails With Cable Management Arm - Keyboard – USB Keyboard - Mouse – USB Optical Mouse - Warranty – Three (3) years next Business Day On Site - OS - Windows Server 2012 - Other Requirements – Two (2) KVA UPS	1	Unit	

4	TICKET DISPENSER Specs: 15" Touch Screen Monitor - Thermal Printer with 80mmx70mm thermal paper - Wood Enclosure Ticket Kiosk Stand; Dimension: 41.5cm (L) x 39cm (W) x 144cm (H) capable of issuing different series of queue - Tickets for at least seven (7) type of services, which can be expanded based on the future requirements of MARINA - Has automatic cutter of printed queue tickets - Capable of adding logo or other images and text on any part of the queue tickets - Queue tickets are printed only when the selected service was pressed - Has the capability to print the date and time on the ticket - Queue numbers can be automatically reset at the beginning of each day - Shall include initial supply of at least three hundred (300) rolls of thermal paper for printing the queue numbers	4	Units	<ul style="list-style-type: none"> - The supplier shall supply, deliver, test and commission the Command Center in the period of forty-five (45) calendar days from receipt of the Notice to Proceed (NTP) at the MARINA Building, Bonifacio Drive, cor 20th St. Port Area, Manila; - Deliveries should be made within office hours and on regular working days on or before the stipulated date in the contract unless otherwise specified for valid reason why the same cannot be complied with; and - MARINA Shall impose penalty of 1/10 of 1% of the total value of the undelivered order for each day of delay as liquidated damages after the specified allowable numbers of days to deliver the units.
5	Thermal paper for queue kiosk	300	Rolls	

TECHNICAL FUNCTIONALITY

1	TICKET ISSUING a) The ticket dispensing kiosk should have the capability to display a number of query types as defined by MARINA for the client to select from. b) The ticket dispensing kiosk should be able to issue uniquely numbered tickets (i.e. No number duplication). c) The ticket dispensing kiosk should have the capability for the ticket dispensing kiosk to issue a ticket based on the service or enquiry type that is selected by the client. d) The ticket dispensing kiosk must have the ability to print the content within the ticket with certain information highlighted e.g. ticket number in a bigger font, bold and date and time stamp in smaller font etc. e) The ticket dispensing kiosk has the capability of ticket reprinting capability when there is a printer jam. f) The ticket dispensing kiosk should have an alert capability if there is a technical problem with the kiosk; and g) The ticket dispensing kiosk should have an early warning when consumables i.e. thermal paper reaches low level.
---	--

2	<p>CLIENT QUEUING</p> <ul style="list-style-type: none"> a) The system should be able to handle both linear and virtual queuing principles. Linear queuing is when the client actually queues in a queue in front of the servicing agent. Virtual queuing is when the QMS do the queuing for the client and the client is called to be serviced by the correct client service agent; and b) While waiting, the QMS should have the capability to play entertainment and other relevant informative content on the client facing multimedia display.
3	<p>CONSUMABLES</p> <p>300 rolls of thermal papers for the QMS system must be provided by the supplier.</p>
4	<p>INTEGRATION REQUIREMENTS/CAPABILITIES</p> <ul style="list-style-type: none"> a) More attentive service for elderly, disabled and technologically-inept clients, by pre-identifying their service query upfront. b) The display screens must have the capability to display infotainment contents either from the QMS system itself or from an external source (e.g. TV signal, set-top box).
5	<p>QUEUE MANAGEMENT REPORTING REQUIREMENTS</p> <p>The Queue Management System must have real time reports but not limited to the following:</p> <ul style="list-style-type: none"> a) Average and longest waiting time per service type; b) Average service time (per client): <ul style="list-style-type: none"> iv. Per Service type v. Per Service Desk vi. Per User (Client Only) c) Average ticket issuing load; d) Report delivery scheduler; e) Client feedback report per service type per agent; f) Dashboard that must be available to the supervisors: <ul style="list-style-type: none"> vi. Number of clients serviced vii. Type of clients serviced viii. Average waiting times ix. Average service times x. Number of abandoned tickets. g) Number of cases per query type, to identify a root cause for seasonal influx in order to react proactively in the future.
6	<p>TECHNICAL SUPPORT</p> <p>The supplier shall provide technical support via telephone/fax, on-site assistance to resolve technical and other problems. Resolutions can be delivered in the form of telephone, electronic and/or on-site resolution. It shall refer to a condition wherein the reported problem is resolved by the proponent to the satisfaction of the end-user.</p> <p>The proponent shall resolve a problem within twenty-four (24) hours after it was reported by MARINA in any available and fastest means of communications.</p>
7	<p>WORK REQUIRED</p> <p>The supplier shall include additional components required to make the system operate, although not specifically detailed in this specification.</p>
8	<p>SUPPLIER'S RESPONSIBILITY</p> <p>The supplier shall install and configure all deliverables.</p>
9	<p>MAINTENANCE, SUPPORT AND WARRANTY</p> <ul style="list-style-type: none"> a) The supplier shall provide technical support via telephone/fax, on-site assistance to resolve technical and other problems. Resolutions can be delivered in the form of telephone, electronic and/or on-site resolution. It shall refer to a condition wherein the reported problem is resolved by the proponent to the satisfaction of the end-user. b) To provide maintenance for the duration of the warranty period, adequate supply of parts must be readily available. c) After Sales Service and Support during the warranty period, all reported defects shall be completely/satisfactorily repaired/replaced by the winning supplier. d) The MARINA shall have the right to reject and return the unit(s) and cancel the corresponding Contract if units delivered are defective, incomplete or non compliant to the specifications herein specified.

FINANCIAL OFFER:

Please quote your **best for** the item below. Please do not leave any blank items. Indicate "0" if item being offered is for free.

SUPPLY, DELIVERY AND CONFIGURATION OF QUEUING MANAGEMENT SYSTEM (LEASED TO OWN SCHEME) - 2ND POSTING	
Approved Budget for the Contract (ABC)	Total Offered Quotation
Nine Hundred Ninety-Five Thousand Pesos (Php995,000.00)	In words: _____ _____ _____ In figures: _____ _____ _____ _____

PAYMENT DETAILS:

<i>Banking Institution:</i> _____
<i>Account Number:</i> _____
<i>Account Name:</i> _____
<i>Branch:</i> _____

Signature over Printed Name_____
Position/Designation_____
Office Telephone No._____
Fax/Mobile No._____
Email Address/es

TERMS AND CONDITIONS:

1. Bidders shall provide correct and accurate information required in this form.
2. Price quotation/s must be valid for a period of *thirty (30) calendar days* from the date of submission.
3. Price quotation/s, to be denominated in Philippine peso shall include all taxes, duties and/or levies payable.
4. Quotations exceeding the Approved Budget for the Contract shall be rejected.
5. Award of contract shall be made to lowest calculated and responsive quotation (for goods and infrastructure) or, the highest rated offer (for consulting services) which complies with the minimum technical specifications and other terms and conditions stated herein.
6. Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by you or any of your duly authorized representative/s.
7. The item/s shall be delivered according to the requirements specified in the Technical Specifications.
8. The MARINA shall have the right to inspect and/or to test the goods to confirm their conformity to the technical specifications.
9. In case two or more bidders are determined to have submitted the Lowest Calculated Quotation/Lowest Calculated and Responsive Quotation, the MARINA-BAC 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.
10. **Payment shall be processed after delivery and upon the submission of the required supporting documents, in accordance with existing accounting rules and regulations. Please note that the corresponding bank transfer fee, if any, shall be chargeable to the contractor's account.**
11. Liquidated damages equivalent to one tenth of one percent (0.1%) of value of the goods not delivered within the prescribed delivery period shall be imposed per day of delay. The MARINA shall rescind the contract once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract. Without prejudice to other courses of action and remedies open to it.

Signature over Printed Name

Position/Designation

TERMS OF REFERENCE

MARINA REGIONAL OFFICE – NATIONAL CAPITAL REGION (MRO – NCR) DELIVERY, INSTALLATION, AND CONFIGURATION OF QUEING SYSTEM MANAGEMENT (LEASE TO OWN SCHEME)

I. Background

Pursuant to Presidential Decree No. 474, Executive Order No. 125/125-A, Republic Act No. 9295, and its implementing Rules and Regulations (IRR), Republic Act No. 11032 or the "Ease of Doing Business Act of 2018" issued last 28 May 2018, and its implementing Rules and Regulations, and in accordance with Administrative Order No. 04-19 or the Maritime Safety Plan, and Administrative Order No. 17-19 or the Guidelines Governing the operations of MARINA Regional Offices in the implementation of Policies and Streamlined Processes relative to shipping regulations, the MARINA Central Office Processing Center (MARINA-COPC).

II. Objective

1. To acquire queing management thru lease to own scheme, to increase efficiency in the delivery of services by delineating the promotional and regulatory functions being performed by frontline service units of the MRO-NCR.
2. To provide a system that can organize the queue of applicant by issuing ticket numbers based on the service they require, and projected by queing monitors.
3. To provide system that enable the servicing agent to call the queue ticket numbers issued to show in the main display the queue ticket number being called/serviced and the servicing counter calling/servicing the queue ticket number has capability to divide the monitor into several sections in order to display other video contents, advertisement, advisory, and other message together with queue-related information on the monitor;
4. Provide a system that have the facility to customize, add or remove service buttons according to the requirements of the MARINA;
5. Provide a system that shall have support for online and central monitoring of the system during operations.
6. Provide a system that shall have support for appointment-based scheduling of clients/customers.
7. Provide a monitor that support wide variety of video formats such as avi, mpeg, mp4, and wmv, at the same time allows multiple display layouts and switch between different display layouts.

III. Approved Budget for the Contract (Recommended Budget)

The Approved Budget of the Contract (ABC) is nine hundred ninety five thousand Pesos (Php995,000.00) inclusive of VAT and other applicable government taxes to be charged against the 2021 against Maintenance and other Operating Expenses (MOOE), inclusive of all applicable government taxes and charges.

IV. Supplier's Requirements

1. The Supplier must have at least three (3) Clients Satisfactory Rating with SEC, DTI or CDA Registration.
2. That the supplier has at least three (3) years of technical experience in the installation, commissioning and maintenance of Queuing Management System (QMS).
3. The supplier must have no pending case(s) against the government.

V. Deliverables

ITEM NO.	ITEM/PARTICULARS	QUANTITY/ UNITS	SPECIFICATION
1	65 inches Monitor Display	10 units	Resolutions 3840x 2160, full HD, 4k UHD, LED Backlight, Dynamic contrast ratio (3,000,000:1) Brightness 500cd/m2 response Time 6ms Connections : HDM x2 (2.0) x2 (1.4) Component Terminal (yes) Network: Lan Terminal (yes) DLNA (yes) Wall mounted (yes) Dimensions (WxHxD) 1452x310x875mm (WxDxH) with base 1452x83x837mm (WxDxH) without base Including the services of IT programmer and installation

2	Queuing Management Software (Unlimited License) ; a. Queuing server kiosk b. Servicing agents c. Multimedia display	6 units	
3	Server	1 unit	<p>Form Factor - 1U Rack /2S</p> <ul style="list-style-type: none"> • Processor - Intel Xeon E5-2620 v3 2.4GHz, 15M Cache, 8.00GT/s QPI, Turbo, HT, 6C/12T (85W) Max Mem • Memory / Max - 2 x 16GB RDIMM, 2133MT/s, Dual Rank, x8 Data Width (8/12 max DIMM slots) • HD Capacity - 2 x 500GB 10K RPM SAS 12Gbps 2.5in Hot-plug Hard Drive (max 8 HDD) • Optical - DVD+/-RW SATA Internal • RAID - PERC H730P Integrated RAID Controller, 2GB Cache • Onboard NICs - On-Board LOM 1GBE (Quad Port) • Power Supplies - Single, Hot-plug Power Supply (1+0), 550W • Static Rail-Ready Rails, Sliding Rails With Cable Management Arm • Keyboard - USB Keyboard • Mouse - USB Optical Mouse • Warranty - Three (3) years next Business Day On Site • OS - Windows Server 2012 • Other Requirements - Two (2) KVA UPS

4	Ticket Dispenser	4 units	15" Touch Screen Monitor <ul style="list-style-type: none"> • Thermal Printer with 80mmx70mm thermal paper • Wood Enclosure Ticket Kiosk Stand; Dimension: 41.5cm (L) x 39cm • (W) x 144cm (H) • capable of issuing different series of queue • tickets for at least seven (7) types of services, which can be expanded based on the future requirements of MARINA • has automatic cutter of printed queue tickets • capable of adding logo or other images and text on any part of the queue ticket • queue tickets are printed only when the selected service was pressed • has the capability to print the date and time on the ticket • queue numbers can be automatically reset at the beginning of each day • shall include initial supply of at least three hundred (300) rolls of thermal paper for printing the queue numbers
5	Thermal paper for queue kiosk	300 rolls	

VI. TECHNICAL FUNCTIONALITY

• Ticket Issuing

- The ticket dispensing kiosk should have the capability to display a number of query types as defined by MARINA for the client to select from.
- The ticket dispensing kiosk should be able to issue uniquely numbered tickets (i.e. No number duplication).
- The ticket dispensing kiosk should have the capability for the ticket dispensing kiosk to issue a ticket based on the service or enquiry type that is selected by the client.
- The ticket dispensing kiosk must have the ability to print the content within the ticket with certain information highlighted e.g. ticket number in a bigger font, bold and date and time stamp in smaller font etc.;
- The ticket dispensing kiosk has the capability of ticket reprinting capability when there is a printer jam;

- f. The ticket dispensing kiosk should have an alert capability if there is a technical problem with the kiosk; and
 - g. The ticket dispensing kiosk should have an early warning when consumables i.e. thermal paper reach low level.
- **Client Queuing**
 - a. The system should be able to handle both linear and virtual queuing principles. Linear queuing is when the client actually queues in a queue in front of the servicing agent. Virtual queuing is when the QMS do the queuing for the client and the client is called to be serviced by the correct client service agent; and
 - b. While waiting, the QMS should have the capability to play entertainment and other relevant informative content on the client facing multimedia display.
- **CONSUMABLES**
 - a. 300 rolls of thermal papers for the QMS system must be provided by the service provider.
- **INTEGRATION REQUIREMENTS/CAPABILITIES**
 - a. More attentive service for elderly, disabled and technologically-inept clients, by pre-identifying their service query upfront.
 - b. The display screens must have the capability to display infotainment contents either from the QMS system itself or from an external source (e.g. TV signal, set-top box).
- **QUEUE MANAGEMENT REPORTING REQUIREMENTS**
The Queue Management System must have real time reports but not limited to the following:
 - a. Average and longest waiting time per service type;
 - b. Average service time (per client):
 - Per Service type
 - Per Service Desk
 - Per User (Client Only)
 - c. Average ticket issuing load;
 - d. Report delivery scheduler;
 - e. Client feedback report per service type per agent;
 - f. Dashboard that must be available to the supervisors:
 - Number of clients serviced
 - Type of clients serviced
 - Average waiting times
 - Average service times
 - Number of abandoned tickets;
 - g. Number of cases per query type, to identify a root cause for seasonal influx in order to react proactively in the future.

VII. Technical Support

The Supplier shall provide technical support via telephone/fax, on-site assistance to resolve technical and other related problems. Resolution can be delivered in the form of telephone, electronic and/or on-site resolution. It shall refer to a condition wherein the reported problem is resolved by the proponent to the satisfaction of the end-user.

The proponent shall resolve a problem within twenty-four (24) hours after it was reported by MARINA in any available and fastest means of communications.

VIII. Work Required

The supplier shall include additional components required to make the system operate, although not specifically detailed in this specification.

IX. Acceptance Plan

A certificate of acceptance for any of the bid shall be issued by the MARINA only after completion of the scope of work and compliance to all the requirements

X. Vendor's Responsibility

The Supplier shall install and configure all deliverables.

XI. Maintenance, Support and Warranty

- The Supplier shall provide technical support via telephone/fax, on-site assistance to resolve technical and other related problem. Resolution can be delivered in the form of telephone, electronic and/or on-site resolution. It shall refer to a condition wherein the reported problem is resolve by the supplier to satisfaction of the end-user.
- To provide maintenance for the duration of the warranty period, adequate supply of parts must be readily available.
- After Sales Service and Support during the warranty period, all reported defects shall be completely/satisfactorily repaired/replaced by the winning supplier
- The MARINA shall have the right to reject and return the unit(s) and cancel the corresponding Contract if units delivered are defective, incomplete or noncompliant to the specifications herein specified.

XII. Delivery Schedule

- The supplier shall supply, deliver, test and commission the Command Center in the period of forty-five (30) calendar days from receipt of the Notice to Proceed (NTP) at the MARINA Building, Bonifacio Drive, cor. 20th Street, Port Area, Manila;
- Deliveries should be made within office hours and on regular working days on or before the stipulated date in the contract unless otherwise specified for valid reason why the same cannot be complied with; and

- MARINA shall impose penalty of 1/10 of 1% of the total value of the undelivered order for each day of delay as liquidated damages after the specified allowable number of days to deliver the units.

XIII. TERMS OF LEASE

- The leased shall be for a period of One(1) year;
- Payment shall be made on monthly basis for one (1) year subject to submission of billing statement and other supporting documents by the winning bidder, exclusive of any additional tax; and
- The Supplier shall turn-over all equipment after the period of lease.

ARNIE F. SANTIAGO MSC MSA
Officer-In-Charge, MRO - NCR



PURCHASE REQUEST

Office: <u>MRO – NCR, ENFORCEMENT SERVICE</u>		PR No. : <u>2021-02-056</u>			
Division/Section:		SAI No. : <u>17 FEB 2021</u>			
Date Request: <u>08 January 2021</u>					
Item No.	Unit	Item Description	Quantity	Unit Cost	Total Cost
1	LOT	Supply, Delivery, Installation and Configuration of the Queuing Management System (QMS) including IT Programing and program maintenance	10	99,500	995,000.00
TOTAL					995,000.00
Requisitioning Officer					
Signature:					
Printed Name:		ARNIE F. SANTIAGO MSc MSA			
Designation		Officer-In-Charge, MRO NCR -Enforcement Service			
Purpose:		FOR THE PURPOSE OF PROCUREMENT OF QUEUING MANAGEMENT SYSTEM (QMS) AT NCR STCW, MDS, PITX, SM MANILA AND POEA			
CERTIFICATION					
<input checked="" type="checkbox"/> FUNDS AVAILABLE					
<input type="checkbox"/> NO FUNDS AVAILABLE					
		 RALPH A. NARVAEZ OIC – Chief, Budget Division			
		<input type="checkbox"/> Approved		<input type="checkbox"/> Disapproved	
PR Approver					
Signature:					
Printed Name:		VADM ROBERT EMPEDRAD AFP (Ret)			
Designation		Administrator <u>2/22/21</u>			
Note: Please indicate specific purpose other than "for official use of the Office." (e.g. monthly regular supplies, as per APP, special projects, etc.)					

Omnibus Sworn Statement (Revised)

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

[If a sole proprietorship:] I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

[If a partnership, corporation, cooperative, or joint venture:] I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

[If a sole proprietorship:] As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

[If a partnership, corporation, cooperative, or joint venture:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, **by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;**

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;

5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *[Select one, delete the rest:]*

[If a sole proprietorship:] The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a partnership or cooperative:] None of the officers and members of [Name of Bidder] is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the

BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a corporation or joint venture:] None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
 - a. Carefully examining all of the Bidding Documents;
 - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
 - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.
10. **In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.**

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of ___, 20__ at _____, Philippines.

[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]

[Insert signatory's legal capacity]
Affiant

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]