TERMS OF REFERENCE

A. **Project Title** : Queuing Management System for DFA OCA

B. **Description** : This is to fully implement the Queueing Management System

C. **Approved Budget:** Php 990,000.00 inclusive of VAT
   for the Contract

D. **Project Duration:**

1. The project delivery date is within thirty (30) calendar days from the date of receipt of "Notice to Proceed".
2. The project support and maintenance will commence on the delivery date.

E. **Technical Specifications:**

1. Required hardware/equipment

    1.1 Thermal Printer – 3 units
    - Feature: Auto-cutter
    - Printer Driver: Windows Driver (APD)
    - Sensors: Paper End, Cover Open
    - Print Font: ANK Font A: 12 × 24 (Default)
    - Interface: Built-in USB + Ethernet + Bluetooth 3.0 (EDR Supported)
                1 x USB Type A (Additional Interface Port for Peripheral)
    - Receive Data Buffer: 45 bytes or 4 KB
    - Print Speed: 250 mm/s
    - Paper: Dimensions (mm) Roll Paper: 80mmx80mm
    - Printing Method: Thermal Line Printing
    - Inclusion:
        o Thermal Paper – 500 rolls (80mm x 80mm)

    1.2 Tablets with stand – 85 units
    - Processor: at least Quad Core 1.8GHz
    - Size: at least 8" IPS Touchscreen, 1280 x 800, Glossy Touch
    - Memory: at least 2 GB RAM / 32 GB eMMC
    - OS: Android
    - Connectivity
      WLAN: supported, 802.11a/b/g/n/ac, 2.4 GHz and 5 GHz
      Bluetooth: Bluetooth 5.0
      Bluetooth File Transfer:
      OTG: supported
      USB: USB Type-C, USB 2.0

1.3 2-in-1 Laptop – 3 units
- Processor: at least 4 cores, 8 threads, 2.4GHz to 4.2GHz Frequency, 8MB Cache
- Operating System: at least Windows 10
- Memory: 8GB
- Storage:
  - at least 512GB SSD
  - up to 1TB HDD
- Removable Storage: microSD card reader
- Multi-Media:
  - Audio Chip: High Definition (HD) Audio
  - Speakers: Stereo speakers
  - Microphone: Dual-microphone array with noise-cancelling
  - Camera: Front 5.0MP, IR + RGB hybrid, fixed focus, rear 5.0MP, autofocus
- Power Adapter: 65W USB-C® (3-pin) AC adapter
- Pen: with Pen
- Display:
  - at least 13" screen size, 2160x1350, IPS, Multi-touch
- Connectivity:
  - Network: WLAN and Bluetooth
  - Ports: USB-C, microSD card reader, headphone

F. Scope of Work/ Deliverables

1. Scope of Work
   1.1.   Procuring required hardware and equipment to fully implement the Queueing Management System.
2. Warranty and Support
   2.1.   Warranty and support starts upon delivery date.

G. Terms and Conditions:

The Service Provider shall:

1. Supply the items in conformity to the specifications provided above;
2. Provide a minimum of two (2) years of warranty or replacement for any defective item and issue a certificate of warranty;
3. Issue a sales invoice based on the actual service rendered;
4. Deliver technical support via telephone, on-site assistance to resolve technical and other problems. Resolutions can be delivered in the form of telephone, email 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;
5. Conduct maintenance for the duration of the warranty period, adequate supply of parts must be readily available;

6. Inform the End-user of the scheduled delivery date and time at least twenty-four (24) hours before the actual delivery;
7. Begin and finish delivery within thirty (30) working days upon receipt of the Notice to Proceed (NTP);
8. Replace any defective items within seven (7) calendar days after the inspection;
9. Paid within thirty (30) working days upon the submission of the sales invoice, or its equivalent complete with supporting documents examined by the Office of Financial Management Services – Financial Resource Management Division (OFMS-FRMD). Payments shall be made through List of Due and Demandable Accounts Payable (LDDAP);
10. All Payments shall be inclusive of all applicable taxes and other lawful charges; and
11. Payments to be made by SEND BILL arrangement through issuance of statement of account, provisional receipt using the template of DFA and other procurement-related documents, which will only be effected by strict compliance with the usual prescribed account.