

Terms of Reference

I. Supplier's Qualification	Statement of Compliance
a. Have at least three (3) years of experience in IT-related business operations	
b. Be a Certified Partner for all brands being offered for at least three (3) years	
II. Technical Specifications	
a. The goods must be brand-new and of reputable brand.	
b. The Supplier shall provide the Procuring entity the goods with the following minimum specifications:	
b.1. CPU:6 cores, 12 Threads b.2 Pre-installed software: Windows 10 Pro 64 bit (for compatibility of existing fleet) b.3. At least 32 GB b.4 Storage: Minimum of 500 GB SSD	
III. Technical Support	
a. The supplier shall provide telephone, e-mail, chat and remote technical support services from the end user's request of support	
b. The supplier shall provide next-business-day onsite support for technical issues not resolved through the actions described in the preceding paragraph.	
V. Warranty	
a. The supplier shall replace goods found to have factory defects immediately	
b. The goods must have a minimum one-year warranty inclusive of the cost of replacement/repair of parts and labor	
VI. Delivery and Retrieval	
a. The supplier shall deliver the goods within ninety (90) calendar days from the receipt of the Notice to Proceed (NTP)	

b. The supplier must repair goods that are under warranty within five (5) working days.	
---	--

Office of United Nations and International Organizations (UNIO)
10th Floor, Department of Foreign Affairs
2330 Roxas Boulevard, Pasay City
Contact No. : 834-3897
Email Address: unio@dfa.gov.ph; unio.ao@dfa.gov.ph