



Republika ng Pilipinas  
**Kagawaran ng Edukasyon**  
Tanggapan ng Pangalawang Kalihim



OUAD00-1221-0 163  
To authenticate this document,  
please scan the QR Code.



**OUA MEMO 00-1221-0163**  
**MEMORANDUM**  
28 December 2021

For: **Regional Directors**  
**Schools Division Superintendents**  
**District Supervisors**  
**Principals and School Heads**  
**Regional and Division Supply Officers**  
**Regional and Division IT Officers**  
**School Property Custodians**  
**School ICT Coordinators**

Subject: **GUIDELINES FOR THE DEPLOYMENT/DELIVERY OF  
IT PACKAGES UNDER DCP FY2020**

The Office of the Undersecretary for Administration (OUA) announces the ongoing deployment/delivery of IT Packages under DCP FY2020 thru the 3<sup>rd</sup> Party Logistics. The IT packages consist of the following items: laptop, TV set, and lapel.

The following guidelines are hereby issued for the effective and efficient deployment/delivery:

- 1. The School Property Custodian (or designated alternate) shall perform an initial checking for the delivered DCP packages** as to the physical conditions of the boxes and quantity upon delivery of the goods to the project sites/recipient schools.
- 2. AFTERSALES SUPPORT**
  - 2.1 The supplier shall maintain the IT equipment to be functional and in good running condition as a whole package by providing the post implementation support and services including:
    - (i) Operation and management of deployment and
    - (ii) deployment of support technicians for maintenance, troubleshooting, and repair purposes.



**Office of the Undersecretary for Administration (OUA)**

*[Administrative Service (AS), Information and Communications Technology Service (ICTS), Disaster Risk Reduction and Management Service (DRMMS), Bureau of Learner Support Services (BLSS), Baguio Teachers Camp (BTC), Central Security & Safety Office (CSSO)]*

Department of Education, Central Office, Meralco Avenue, Pasig City  
Rm 519, Mabini Bldg; Mobile: +639260320762; Tel: (+632) 86337203, (+632) 86376207  
Email: usec.admin@deped.gov.ph; Facebook/Twitter @depeditayo



Scan this QR Code to view  
Videos and Magazines  
of Major Programs



- 2.2 Technical Support: The Supplier must have affiliated active service centers with personnel possessing any of the following: **NC-II in Computer Hardware Servicing**, or **Licensed Electronics Technician**, or **Manufacturer's Certified Technician**, in at least **two (2) locations** (in different provinces) in every region where the equipment will be deployed. A signed notarized contract agreement between the bidder and affiliated service partner shall be included in the submission. A valid and current Business Permit shall be attached in the agreement. Bidder must submit List of Service Centers with contact details for all applicable Lots joined.
- 2.3. A **three (3)-day guarantee** to repair the unit/s upon receipt of the request/report of the recipient school shall be given. The Supplier shall ensure availability of required spare parts of hardware items for quick response time.
- 2.4. In case unit/s cannot be repaired within the three (3)-day guarantee period, the unit/s must be replaced within the maximum of seven (7) calendar days. **A replacement must be of the same branding specifications and shall be installed prior to pull-out of the defective or unrepairable unit/s.**
- 2.5. Supplier will be requested to provide the Company Profiles and Technical Support contact details. Two different mobile numbers from the main telephone companies should be provided and be operational at least 8 hours/day and 5 days/week (business hours and days).
- 2.6. Supplier shall set up and manage Helpdesk Support that shall accommodate and process all queries and troubleshooting calls within applicable business hours and business days.
- 2.7. Supplier shall accommodate and process the recipient's immediate technical support for both hardware and software. Inquiries coming from emails, phone calls, letters, and SMS from different TelCos from the recipient schools are considered official communication modes and shall be addressed accordingly.
- 2.8 Supplier shall submit monthly summary reports of received, resolved, pending, and closed issues to the DepEd ICTS -Technology Infrastructure Division at [icts.tid@deped.gov.ph](mailto:icts.tid@deped.gov.ph)
- 2.9. Supplier shall respond to reports indicating resolved, pending, and closed issues submitted to the DepEd ICTS -Technology Infrastructure Division as sent from [dcp.recipients@deped.gov.ph](mailto:dcp.recipients@deped.gov.ph) .



2.10. DepEd TID-ICTS shall accommodate non-supplier action report at [icts.tid@deped.gov.ph](mailto:icts.tid@deped.gov.ph) .

2.11. Supplier shall provide a technical guide (video clips) on how to install, configure, and maintain the DCP packages.

### **3. TRAINING**

A training video is provided in lieu of face to face training, and saved as a file on the laptop's hard disk drive.

### **4. WARRANTY**

4.1 A three (3)-year comprehensive and onsite warranty for the laptop computer and television set including the operation and maintenance of all licensed software products will be applied. The 3-year period shall reckon from the date of issuance of the Certification of Final Acceptance by the DepEd that the delivered goods and services have been duly inspected and accepted (final acceptance.)

4.2 For the following consumable items, a standard/base warranty or minimum of one (1) year warranty shall be applied:

- Laptop Batteries
- Headsets
- Optical Mouse for Laptops

4.3 Upon receipt by the Supplier of the Procuring Entity's notice of any claims arising under this warranty, the Supplier shall immediately act upon to repair or replace the defective goods or parts thereof. The period for correction of defects in the warranty period is within seven (7) calendar days from receipt of such notice.

4.4 For defects arising from within the first half of the warranty period, as applicable, DepEd may opt to demand for recall and replacement of the defective items.

4.5 On the other hand, defects arising from the onset until the expiry of the warranty period, DepEd may ask for repairs of the defective items.

4.6 The Supplier shall be liable for the damages for the delay in its performance of the Contract and shall pay DepEd liquidated damages, not by way of penalty, in an amount equal to one-tenth (1/10) of one percent (1%) of the cost of the delayed goods scheduled for delivery for every day of delay until such goods are finally delivered and accepted by DepEd. DepEd shall deduct the liquidated damages from any money due or which may become due to the Supplier or collect from any of the securities or warranties posted by the Supplier, whichever is convenient. Once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the Contract, DepEd may rescind the Contract, without prejudice to other courses of action and remedies open to it.





- 4.7 The Division IT Officers must consolidate all unresolved issues from the recipient schools and submit these to Regional IT Officers. The Regional IT Officers must transmit all unresolved issues to **dcp.recipients@deped.gov.ph**. The TID-ICTS will forward all concerns to the appropriate supplier. The Supplier must respond to reports indicating resolved, pending, and closed issues to DepEd ICTS - Technology Infrastructure Division.
- 4.8 DepEd TID-ICTS will accommodate non-supplier action reports at **icts.tid@deped.gov.ph**.

Please refer to **DepEd Order No. 42 s.2018** - Updated Guidelines on Delivery, Inspection, Acceptance and Recording of DepEd Procured Assets.

For clarifications and more information on these matters, please contact Engr. Ofelia L. Algo, ICTS-TID Chief, at [ofelia.algo@deped.gov.ph](mailto:ofelia.algo@deped.gov.ph).

For reference and strict compliance.

  
**ALAIN DEL B. PASCUA**  
Undersecretary



OUAD00-1221-0 163  
To authenticate this document,  
please scan the QR Code.

