

- On hardware repair, testing shall be done on-site to know the extent of the problem. All components beyond repair shall be replaced at no cost during the warranty period. Service units should be available for the system and peripherals a day after testing and diagnosis for replacement of the defective unit(s).
- The winning bidder must provide expert personnel to service the equipment whenever any related problem should occur.

E. AVAILABILITY

- The winning bidder must provide pro-active maintenance support that automatically generates report and ends notification to the manufacturers during working hours in cases of system abnormality so that component will be replaced and errors will be fixed before failure occurs.
- Hardware components that cannot be repaired must be provided with a service unit. Service unit and/or replacement parts must be available within reasonable time.

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