

MAINTENANCE/TECHNICAL SUPPORT

- The contractor shall provide highly technical personnel to service all the equipment including its components/peripherals whenever hardware breakdown and/or any related problem should occur.
- On call support shall be available 24 hours a day, 7 days a week. A one (1) hour response from time of the call (through telephone call) shall be provided.
- On- site support must have a response time of not more than 4 hours from the time of the call-in cases when the phone support could not solve the problem.
- The contractor must provide expert personnel to service the equipment whenever any related problem should occur.

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