



ANNEX A -1

DETAIL OF PROFESSIONAL SERVICES:

To ensure smooth and organized project implementation activities, including technology transfer, systems operation, and maintenance of the enhanced cluster system, the winning Bidder shall submit the following:

- 1) A project management plan detailing activities and timelines, such as a **Gantt chart**, illustrating the proposed delivery schedule, installation, testing, and project turnover. Ensure the conduct of necessary meetings with end-users and technical support personnel from kick-off to final wrap-up. The winning Bidder must cover meals during the onsite meetings.
- 2) A Service Level Agreement (SLA) that clearly defines the level of service, indicating the technical support tiers, including the names of support personnel, their positions, roles, and respective contact numbers and email addresses.
- 3) A list of on-site local and warm-body technical support personnel to be deployed for the project, accompanied by **curriculum vitae and proof of their competency**, such as diplomas and certificates. The list of technical support personnel must include certified engineers/technicians who are highly knowledgeable about the proposed storage system.

Additionally, to ensure compliance with the technical specifications and requirements outlined in these Terms of Reference, the Prospective Bidder shall provide the following:

- 4) A certification from the Distributor/Dealer stating that the Manufacturer has authorized the Prospective Bidder to supply the items and that the items fully comply with all required specifications.
- 5) A certification from the Manufacturer confirming that they are the manufacturer of the items to be supplied and that the items have fully complied with all required specifications.

TERMS OF PAYMENT:

Payment to the winning bidder may be made upon submission of billing statement, with all the attached supporting documents like completion of all the deliverables, installation, testing, training and commissioning mentioned in this document and other documentation like submission of As-built, reference manuals, schematic diagrams/drawings, certificate of acceptance and completion, photos taken during the installation, testing, training and commissioning and other related documents required by the accounting and auditing rules and regulations.