



TERM OF REFERENCE

PREVENTIVE MAINTENANCE FOR PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) SYSTEM

I. RATIONALE

Telecommunications plays a vital role for basic day-to-day operation of the hospital especially between our service users, employees, suppliers, clients and other stakeholders. For successful customer service, various communications methods should be well maintained. Hence, preventive maintenance for fiscal year 2024 for our existing PABX System is highly recommended to ensure uninterrupted telephone operation of the entire center.

II. SCOPE OF WORK

- Monthly Preventive Maintenance
- Check and Diagnosed System for faulty parts (Physical Inspection)
- Back-up System Configuration
- Modification/Adjustment in System Programming
- Check for Program Conflict and Parameter
- Check Trunk card and extension
- PABX New Firmware Version Upgrading (if necessary)
- Inspect Terminal Block
- Random Test Call
- Battery Testing
- Cleaning of PABX
- Priority service support as soon as technical problem arises

III. SERVICE PROVIDER SHALL PROVIDE THE FOLLOWING:

- a. The winning service provider should coordinate with the Facilities and Equipment Section before and after the preventive maintenance for proper accountability of the contract.
- b. A bidder should have current training certificates for technicians/engineers who will perform the services to ensure that the scope of work for the contract will be carried out safely.
- c. The Technical Team shall be mobilized around five (5) working days from the date of P.O.
- d. Project completion should be within 1-2 days
- e. The winning service provider must submit four (4) copies of complete Service Report for the services done.



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- f. The winning service provider must submit four (4) copies of Preventive Maintenance Report that includes qualitative and quantitative data compliant with ISO 9001 documentation
- g. Terms of payment: 15-30 days from the day of completion

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