



DEVELOPMENT BANK OF THE PHILIPPINES

Head Office: Sen. Gil J. Puyat Avenue corner
Makati Avenue, Makati City, Philippines



TERMS OF REFERENCE

SUPPLY, DELIVERY AND INSTALLATION OF 7 UNITS QUEUING MACHINE

I. **Approved Budget for the Contract:**

The Approved Budget for the Contract is **One Million Four Hundred Forty Thousand Pesos (P1,440,000.00)**, inclusive of VAT and other applicable taxes/charges.

II. **Technical Specifications:**

Please refer to the attached specifications (Annex A)

III. **Scope of Work**

Supply, delivery, wiring, set-up, configuration and installation.

IV. **Completion Period**

Within thirty (30) calendar days upon receipt of NTP/Purchase Order (P.O.)

V. **Point of Delivery:**

Branch	Delivery Address
Abulug	Uyami Space Rental, Maharlika Highway, Libertad, Abulug, Cagayan
Baguio	Lower Session Road, Baguio City, Benguet
Bangui	Legislative Bldg., Brgy. San Lorenzo, Bangui, Ilocos Norte
Cabugao	National Highay, Barangay Rizal, Cabugao, Ilocos Sur
Dagupan	M. H. del Pilar St., Dagupan City, Pangasinan
Tabuk	Provincial Road, Dagupan, Tabuk, Kalinga
Vigan	L. Florentino St., Barangay I, Vigan City, Ilocos Sur

VI. **Conditions of the Contract**

1. The supplier should inspect, verify and assess the condition, location and details required for the project (before submitting any proposal/quotation).
2. The supplier shall coordinate with the Branch for all works to be undertaken related to this project.

3. The supplier should observe SAFETY at all times and shall be liable for any harm, damage or injury that may be sustained or suffered by its own crew/workers while in the performance of their duty.
4. The supplier shall be held directly responsible for any injury to person and/or damaged to the Bank's property arising from the act, whether partial, contributory or due entirely to the fault, negligence and/or dishonesty of the supplier's personnel, in the course of their duty.
5. The supplier shall maintain cleanliness at all times. It should clean the affected area immediately after each workday.
6. The supplier and its service personnel shall be subject to the security, building and Bank's policies, rules and regulations.

vi. Qualifications and Documentary Requirements:

In addition to proposal/quotation, the supplier must submit the following requirements:

1. SEC Registration, or valid/current DTI registration
2. Valid and current certificate of registration issued by PhilGEPS
3. Business Permit
4. Secretary's Certificate (for Supplier under Partnership/Corporation)
5. Omnibus Sworn Statement
6. DBP Data Privacy Consent Form

vii. Payment:

ONE-TIME, FULL PAYMENT shall be processed after completion of the project subject to submission of following complete documents:

- Delivery Receipt
- Invoice/Billing Statement
- Certificate of Completion/Acceptance (as applicable)

viii. Liquidated Damages:

When the supplier fails to satisfactorily deliver goods under the contract within the specified delivery schedule, inclusive of duly granted time extensions, if any, the supplier shall be liable for damages for the delay and shall pay the procuring entity liquidated damages, not by way of penalty, 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 DBP. DBP need not prove that it has incurred actual damages to be entitled to liquidated damages. Such amount shall be deducted from any money due or which may become due to the supplier, or collected from any securities or warranties posted by the supplier, whichever is convenient to the procuring entity concerned. In case the total sum of liquidated damages reaches ten percent (10%) of the total contract price, the procuring entity concerned may rescind the contract and impose appropriate sanctions over and above the liquidated damages to be paid, without prejudice to other courses of action and remedies open to it.

Approved:

-signed-

FVP MARIA DOLORES C. GUEVARA

Head, BBG – Northern Luzon

ANNEX A

TECHNICAL SPECIFICATIONS

I. ABULUG, BANGUI, CABUGAO, TABUK AND VIGAN (QUEUING SYSTEM WITH TICKET PRINTER)

1. GENERAL:

The call system comes in with a call terminal and displays. The system is designed for three service displays Queue requirement and medium-to-high customer traffic. Customers are given a pre-printed Queue no. and instructed to wait in a designated waiting area. When his number is called by the serving counter using the call terminal keypad, it flashes on the display together with the number of the counter.

System shall be designed, as follows:

Branch	Display
Abulug	2-Teller
Bangui	3-Teller
Cabugao	2-Teller
Tabuk	3-Teller
Vigan	2-Teller

2. **Call Terminal** – Maximum length, width and height : 10.3 x 216.5 x 4.5 cm, 6 digit tilted LCD display supporting 4 digit queue number, 16 button membrane keypad.
3. **Main Display** – Size : Maximum length, width and thickness 70 x 20 x 5.0 cm, Extruded anodized aluminum frame, Number display-4 digit queue number, 2 digit counter number. 7 segment red LED, digit height 4 inches

Power- Input voltage : 230-240 VAC, Output Voltage 24 volts

Connection for all devices – 6P-6C RJ11 modular jack

Thermal Ticket Printer with Interface: (per branch)

Quantity	Description
1 unit	Queuing Machine
1 unit	Ticket Printer (thermal, auto cut with controller box)
1 pc	Table Top Plastic Case
100 rolls	Thermal paper (57mm x 25m)

SAMPLE:

DEVELOPMENT BANK OF THE PHILIPPINES		
NOW SERVING		
TELLER 1	TELLER 2	TELLER 3
98	99	100



II. BAGUIO AND DAGUPAN BRANCH

1. Queuing System (One-time payment only and no subscription required)

Queuing System Software must offer a one-time payment scheme with no recurring subscription fees or perpetual in nature. Can effectively control and organize customer transactions in offices, ensuring smoother operations, reduced waiting times, and improved client satisfaction.

2. Software Component

System shall be designed, as follows:

Branch	Display
Baguio	4 Counters
Dagupan	4 Counters

Capable for multiple counters and can accommodate unlimited users	4 counters for Tellers and New Accounts
Customizable Display Layout	Tailored display screens to show counter status and promotional videos
Token Issuance & Queue Management	Automated numbering system for customers
Display & Announcement Module	Real-time queue display and optional voice prompts
Counter/Service Assignment	Bank staff can easily call, transfer, or serve customers
Reports & Analytics	Access to service performance reports for better decision-making
User-Friendly Interface	Simple and intuitive design for both staff and customers
Browser-Based Interface	Accessible via desktop, tablets for flexible management
Comprehensive Reports	Generate transaction and performance reports for better decision-making
Free Maintenance	Assurance of reliable system performance during the first year
User Training	Staff training to ensure smooth implementation and effective system use

3. Hardware Components

Quantity	Item	Particulars
1 unit	55" Android / Smart TV 	- Large screen that can be mounted to wall where the customer's queue or number monitoring and call up will be displayed - Wide viewing angle - Brightness, contrast, color and definition can be adjusted

1 unit	Kiosk 	• Touch Screen at least 23" • Above 92% resolution • 15+8GB+256GB • With printer
1 unit	System Server and Controller 	• 8 gig ddr4 Ram 256 gig SSD • Win 11 Pro 64 bit with UPS • Wifi and Bluetooth capable
4 units	8" Tablet 	• 8G RAM+128G ROM tablet windows tablet/writing • notebook with adjustable holder (1 unit for each counter)
1 lot	Wireless Connector and/or HDMI cables	• Device used to connect the display devices to the system server/controller and other accessories
1 lot	Wiring, set-up, configuration and installation	