CALAMBA WATER DISTRICT

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TÜVNORD
TÜV NORD Philippines Inc.
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PAB ACCREDITED QMS CERTIFICATION BODY
MSA - 008

PHP QMS 21 93 0047

RENEWAL OF SUBSCRIPTION

1. ORACLE PRIMAVERA P6 ENTERPRISE PROJECT PORTFOLIO MANAGEMENT

SCOPE OF WORKS:

-Supply of renewal/ delivery of the latest version of ORACLE PRIMAVERA P6 ENTERPRISE PROJECT PORTFOLIO MANAGEMENT

WITH THE FOLLOWING INCLUSIONS:

Primavera P6 One (1) Year Software Maintenance (Mandatory) CSI# 23189741

Software Update License & Support Program RELEASES in the Premier Support phase of Oracle's product support lifecycle will receive the standard level for all Oracle support services that consists the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts or tools
- Certification with most new third-party products/versions
- Certification with most new Oracle products
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates.

Primavera One (1) YEAR AFTER SALES LOCAL SUPPORT

- Install/uninstall/re-installation of Oracle Primavera Software.
- Import/ export of SQL or Oracle database of projects inside Primavera software.
- Problems and difficulties encountered by EU while using the Oracle Primavera software provided that the problem/ difficulty pertains to a program error.
- Transfer of license/ software to a different workstation provided there is a written letter of request stating the reason why there is a need for transfer.
- Connectivity issue related to connecting the Oracle Primavera software to a selected database.
- Other Primavera technical issues subject to Project Pro management approval.

Technical situations mentioned above would be entertained as a technical support activity, which is free of charge (FOC) arrangement provided that the client is still under Local Support Subscription. Technical Support for Oracle Primavera will be conducted through phone (Level 1) and on-site (Level 2) support.

LEVELS OF SUPPORT:

A. Level 1: Remote Support and Onsite Support Within Metro Manila only

Response Time: Support Request shall be taken cared by supplier Customer Support Representative within the 4 hours following the standard business operations from Monday to Friday at 8:30am to 5:30pm. Resolution Time: Depends on severity cases such as

- Database errors (can be remote)
- Transfer of License/renewal (subject for backup of database for restoration of the application) etc.

B. Level 2: Escalation to the vendor / Technology owner

Response Time: Support Request shall be taken cared by supplier Customer Support Representative within one (1) business day following the standard business operations from Monday to Friday at 8:30am to 5:30pm. Resolution Time: Depends on severity cases such as:

- Bugs Issues
- License/renewal concerns

2. AUTODESK AUTOCAD

SCOPE OF WORKS:

Supply of renewal/ delivery of the latest version of the following items along with their specifications with Contract # 110003546139. End Date: May 17, 2024

Autodesk AutoCAD – including specialized toolsets
Autodesk AutoCAD – including specialized toolsets Commercial Single-user 3-Year Subscription Renewal for four (4) units.

AFTER SALES SUPPORT

Levels of Support Level 1 – Phone / Fax / E-mail Support The Calamba Water District, through its representative, shall request from the supplier for assistance either by telephone or by fax. Calamba Water District shall provide a detailed description of the observed abnormalities of the system. The Calamba Water District must stay near the defective software when repairing the problem. Supplier Applications English shall provide immediately possible solution/s to alleviate the problem either by phone or by fax (detailed instruction is necessary). Available during office hours from 8:30 AM to 5:30 pm