



Republic of the Philippines
DEPARTMENT OF EDUCATION
Region VII, Central Visayas
SCHOOLS DIVISION OF NEGROS ORIENTAL
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Division Memorandum
No. 213, s 2019

To : Assistant Schools Division Superintendents
CID and SGOD Chief Education Supervisors
Division Education Program Supervisors
Public Schools District Supervisors/ District In-Charge
Elementary and Secondary School Heads
Elementary and Secondary District/School ICT Coordinators
All Others Concern

From: **WILFREDA D. BONGALOS, Ph.D., CESO V**
Schools Division Superintendent *16*
4/1/19

Subject: **REITERATING THE DCP WARRANTY PROVISIONS UNDER SECTION V - SPECIAL CONDITIONS OF CONTRACT**

Date: March 30, 2019

1. The Schools Division of Negros Oriental through the ICT Unit received several reports regarding unresolved DCP warranty issues.
2. In connection, this office reiterates the following DCP Warranty provisions under Section V - Special Conditions of Contract:
 - a. A three (3)-year comprehensive and onsite warranty for the whole IT Equipment package including networking peripherals and for operation and maintenance of all licensed software products will be applied. The 3-year period shall reckon from the date of issuance of the Certification by the DepEd that the delivered goods have been duly inspected and accepted (final acceptance).

2 APR 2019

Tel. Nos: (035)225-2838 / 225-0687/422-7644 (Division Supt's Office); (035) 225-1622 (CID); (035) 225-1623 (Legal Section); (035)225-6180 (SGOD); (035) 422-7643 (Cash Section); (035) 422-8511 (Planning Section); (035) 225-6987 (Record's Section); (035) 422-5283 (Admin. Section); (035) 422-0267 (Personnel Section); (035) 225-2376 (Guard/Medical/Dental Sections); (035) 225-7012 (Educ. Facilities Section); (035) 225-1640 & (035) 225-1640 (Acct. Budget Section); (035) 422-3921 (Supply Section)



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- b. The obligation for the warranty shall be covered by retention money in an amount equivalent to at least ten (10) % from every progress payment. Should claims be made under this warranty for breach in deliveries during the first two (2) years of the warranty period, DepEd shall have the option to have the goods replaced or to call upon and forfeit such amount from the retention money as will cover the expenses incurred in the repair or replacement of the defective goods or parts thereof.
- c. The three (3)-year warranty requirement is not applicable to consumables listed below but a standard/ base warranty or minimum of one (1) year warranty shall be applied:
 1. Laptop and Tablet Batteries
 2. Projector Lamps
 3. Headsets
 4. External Portable Optical Drives
 5. Optical Mouse for Laptops
 6. Laptop Coolers
3. Thus the School Heads and School ICT Coordinators are reminded to report immediately/ directly to the Supplier any DCP concerns/issues covered in the aforementioned warranty provisions. The Supplier shall immediately act upon the requests for repair or replacement of defective goods and parts within seven (7) calendar days otherwise the requesting schools will write letter of complaints to ICTS through the Schools Division Superintendent. The Division IT Officer shall escalate all complaints to the Regional and Central Offices for speedy action.
4. For widest dissemination and compliance.

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