

## **DUTIES AND RESPONSIBILITIES OF END-USER**

### **Service Request Procedures**

The procedure of vehicle admission to the workshop shall be in accordance with the following:

1. The End User shall conduct pre-inspection activities of the service vehicles subjected for Preventive Maintenance and or repair.
2. DepEd through the GSD authorized personnel will deliver the service vehicle to the service provider for cost estimate of the preventive maintenance service or repair/replacement of parts and materials.
3. The End User shall issue the approved Purchase Order/ Job Order that will serve as an authorization to execute the recommended jobs for vehicle, specifying the plate number of the vehicle and requesting service/maintenance to be provided. Vehicle Checklist Form shall accomplished before the acceptance of vehicle by the service provider. Any additional works/services not mentioned in the order agreement list shall be approved prior the works / services take place. **(See attached Annex F)**
4. The End User shall conduct post inspection of the PMS/repair performed by the service provider together with Vehicle Checklist Form provided by the end user.
5. After the vehicle's maintenance and repair, the end user shall sign and certify the repair order of the services rendered which would clearly identify the maintenance service/repair performed once the services are complete.
6. The End User shall not be obligated to compensate for services rendered by the service provider which were not approved in advance . (No work orders shall be accepted verbally).

### **REQUIREMENTS FOR THE SERVICE PROVIDER**

1. The Service Provider must have service centers either located within Pasig City, Quezon City, Marikina, Cainta, and Antipolo area.
2. The Service Provider must have all the necessary spare parts, materials, tools, and manpower. Ensure that the mechanics for any repair works are skilled and sufficiently trained on the respective vehicles. Apprentices or unskilled mechanics shall not carry out any major repairs on Deped vehicles.
3. Bidder's workshop shall be well established and has all the necessary workshop equipment, personnel and sufficient space in the workshop.
4. Take full responsibility for any error made through maintenance rendered by it and shall be responsible at the cost of the workshop owner for any loss or damage.
5. Assign its representative who will be authorized to act on its behalf for all issues related to implementation of all activities within the Agreement. Have landline and mobile phone access, email address and fax for the continuous communication in case of emergency or

unplanned replacement of parts for the vehicles during the working days/over the weekend.

6. At least one (1) Service Advisor or one (1) Sales Adviser must be available as the need arises to attend to the concerns of end users and availability of the service centers shall be from 8:00 AM to 5:00 PM daily (Monday – Saturday).
7. The Service Provider shall be responsible and provide immediate maintenance work upon check-in of the service vehicle to their service center and all works undertaken should fall under warranty.
8. Replace spare parts/waste materials shall be returned to the end user for proper documentation.
9. All vehicles should have a complete history that includes documentation of all repairs, inspections, and other related maintenance activities. These documents will be made available to end user upon request.
10. The Service Provider shall supply and install genuine service parts and materials or its equivalent conforming to the standards for the specific motor vehicle and always ensure availability of said items.
11. The Service Provider shall only use fully synthetic engine oil or recommended standard engine oil as prescribed by the manufacturer.
12. The Service Provider shall ensure the recommended level of all fluids and lubricants replenishment fluids / lubricants to include; Engine oils, transmission, brake and hydraulic fluids, gear lubricants, and coolants that meet the standards set forth by the authorized dealer for the motor vehicle.
13. Original Equipment Manufacturer (“OEM”), commercially purchased or built parts may be used if the parts match or exceed that of its equivalent genuine spare parts after receiving approval from an authorized representative of the General Services Division.
14. Provide service billing/billing statement/statement of account indicating guaranty/warranty cover and Official Receipt for every PMS accomplished by the Service Provider.
15. Preventive and corrective maintenance works not included in the Purchase Order/Job Order which are due to unforeseen damage and defective parts shall be approved prior the works/services take place. Cost for labor, parts and materials included therein shall require a separate sales/service invoice, billing statement or statement of account to facilitate payment to the service provider. Further, additional repairs or replacement of parts may be allowed provided that such additional was approved by the authorized DepEd GSD representative.
16. Provide recommendation and post-inspection report after PMS and repair done by the service provider in preparation for the next schedule.