



Republic of the Philippines
PROCUREMENT DEPARTMENT
Quezon City Government



PO Number **200632**

Purchase Order Date: **JUN 30 2020**

Procuring Unit	: QUEZON CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (RADIO COMMUNICATIONS SERVICES)	PR Number	: TF-20-02-00001B
Company Name	: KATION TECHNOLOGIES, INC.	Mode of Procurement	: Public Bidding
Address	: Ground Floor Topy's Place Building, No. 7 Industria Corner Economia St. Bagumbayan, Quezon City	Resolution No.	: 20-PB-019
Business Type	: Corporation Registration #CS201539819	TIN Number	: 480-897-713-000
		Contact Number	: 215-2370

Sir/Madam:
Please furnish this office the following articles subject to the terms and conditions contained here:

Place of Delivery : DRRMO(Radio Communications Services)	Delivery Schedule : Five (5) Months
Payment Term : Credit	

Stock No.	Item	Unit of Issue	QTY	Unit Cost	Amount
	<p>PROJECT IMPLEMENTOR</p> <p>The Radio Communications Service Office shall be the implementing agency of the project while a qualified service provider shall undertake the project scope of work based on the qualifications specified in the Project Standards and Requirements</p> <p>REQUIREMENTS</p> <p>1. The system software provider/supplier must use cloud computing service and developed through Software as a Service (SaaS) in providing a highly customizable Enterprise Resource Planning / Customer Relationship Management / Service Management System (ERP/CRM/SMS) and Field Services Solution allowing citizens to interact with the City Government.</p> <p>Budget cost of the contract/s for the development, deployment, training and coaching, inclusive of installations, configurations and commissioning for the QC Service Management System is as follows:</p> <p>Software: Service Management System and Licenses for two (2) years (20 full access licenses and 20 non-full access licenses)</p> <p>Implementation, Training and Support (12 months post-acceptance)</p> <p>***** Nothing Follows *****</p>				

Total Amount : 13,980,000.00

Total Amount In Words (Pesos): Thirteen Million Nine Hundred Eighty Thousand Pesos Only

MA. JOSEFINA G. BELMONTE City Mayor	<i>Jawelyn C. Manung</i> Signature Over Printed Name of Supplier / Date 7-6-2020
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Funds Available: RUBY G. MANANGU Officer-In-Charge, City Accounting Department	 OBR : TRUST FUND PR Amount : 14,000,000.00
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Delivery Schedule : Five (5) Months ✓

Payment Term : Credit

Stock No.	Item	Unit of Issue	QTY	Unit Cost	Amount
	SUPPLY AND INSTALLATION OF QUEZON CITY HOTLINE 122 SERVICE MANAGEMENT SYSTEM FOR CITIZENS CONCERNS Service management system solution that will organize, track citizen request, complaints and suggestion that are directed to the office of the Mayor or relevant department / offices coursed through the City's HOTLINE 122 and other services including emails, SMS, Phone Calls, Social Media channel among others. To establish a citizencentered service management system that will enable the various departments within the Quezon City Government to have a singular view of the various issues raised to their departments by citizens, take ownership of resolving cases assigned to them, and see them through to ultimate resolution. 1. Be the primary interface for the Quezon City Local Government Unit (LGU) Contact Center for capturing concerns raised by Quezon City citizens and/or visitors 2. Allow cases to be routed and accessed by the relevant resolving department or office via automated workflows, and track status and ownership of each case from creation, assessment, assignment, routing, acceptance, and resolution 3. Allow designated field agents mobile access to the system, where on-site verification, information gathering, and other necessary activities need to be conducted 4. Allow relevant case information and data to be captured (e.g., pictures, files, etc.) TECHNICAL SPECIFICATIONS	lot ✓	1 ✓	13,980,000.00 ✓	13,980,000.00 ✓


MA. JOSEFINA G. BELMONTE
City Mayor


Signature Over Printed Name of Supplier / Date **7-6-2020**

Funds Available:

RUBY G. MANANGU
Officer-In-Charge, City Accounting Department

OBR : TRUST FUND

PR Amount : 14,000,000.00



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PO Number

200632

Purchase Order

Date:

JUN 30 2020

Procuring Unit : QUEZON CITY DISASTER RISK REDUCTION AND MANAGEMENT
OFFICE (RADIO COMMUNICATIONS SERVICES)

PR Number : TF-20-02-00001B

Company Name : KATION TECHNOLOGIES, INC.

Mode of Procurement : Public Bidding

Address : Ground Floor Topy's Place Building, No. 7 Industria
Corner Economia St. Bagumbayan, Quezon City

Resolution No. : 20-PB-019

Business Type : Corporation Registration #CS201539819

TIN Number : 480-897-713-000

Contact Number : 215-2370

Sir/Madam:

Please furnish this office the following articles subject to the terms and conditions contained here:

Place of Delivery : DRRMO(Radio Communications Services)

Delivery Schedule : Five (5) Months

Payment Term : Credit

Stock No.	Item	Unit of Issue	QTY	Unit Cost	Amount
	<p>1. The system shall include 20 full access user licenses, which will be for desktop, online browser, and mobile app (iOS or Android) use</p> <p>2. The system will include an additional 20 non-full access licenses, which will be for field services (on-the-ground) use</p> <p>3. The system will allow for the QC Government to "top up" licenses when deemed necessary</p> <p>4. The system architecture must be cloud-based</p> <p>5. The system must utilize an internationally recognized service management software platform</p> <p>6. The system architecture must provide for Production, Test, and Development Environments</p> <p>7. The system architecture must be designed as highly available, and have the requisite data security and audit compliance certifications (ISO/IEC 27001, OSA, SOC1/2)</p> <p>SYSTEM FUNCTIONALITIES</p> <p>The solution will act as the single source of truth for citizen concerns raised to the Quezon City LGU and will track each case as a unique record, with a case or ticket number, requiring action. Cases may be raised via the standard communication channels currently employed by the QC LGU (e.g., 122 Hotline, email, social media channels), and will be entered into the system by a service center agent or other duly authorized personnel. Each case will be attached to an identifying user identification number where possible.</p> <p>SECURITY</p> <p>1. The system shall support authentication and validation of all users who attempt to access the system. Only granting them access to the screens, data, and reports which are deemed accessible with the role assigned to them.</p>				

MA. JOSEFINA G. BELMONTE
City Mayor

Signature Over Printed Name of Supplier / Date

7-6-2020

Funds Available:

RUBY G. MANANGU
Officer-In-Charge, City Accounting Department

OBR : TRUST FUNDS

PR Amount : 14,000,000.00



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Payment Term : Credit

Stock No.	Item	Unit of Issue	QTY	Unit Cost	Amount
	<p>2. The system shall support integration via Application Programmatic Interfaces. Any database level access will be restricted to IT administrators identified by the QC LGU</p> <p>3. The system shall be capable of giving access rights to users/groups on work stages, documents, forms and also to the data fields</p> <p>4. The system shall support extensive password validations i.e. locking of user account after specified number of un-successful login attempts, password expiry, password must be alphanumeric and of minimum character length etc.</p> <p>5. The system shall support SSL, HTTPS and session timeouts.</p> <p>SUBSCRIPTIONS</p> <p>1. User-based licensing</p> <p>2. Production Environment</p> <p>3. Development Server Environment</p> <p>4. Test Server Environment</p> <p>5. Real Time version updates</p> <p>6. Disaster Recovery</p> <p>7. High Level Availability Infrastructure</p> <p>8. Threat Protection (Firewall, Virus Scanner)</p> <p>DOCUMENTATION</p> <p>The solution provider shall provide a complete documentation for the deliverables. The Quezon City Government shall own any and all documents and shall reserve the right to reproduce at no additional cost.</p> <p>COVERAGE</p> <p>The Local Government Unit of Quezon City presides over the largest of the Metro Manila cities in terms of land area covered, and resident population. The project will cover the whole of Quezon City with 142 barangays and nearby cities.</p>				

MA. JOSEFINA G. BELMONTE
City Mayor

Jewelyn Manuel
Signature Over Printed Name of Supplier / Date

7-6-2020

Funds Available:

RUBY G. MANANGU
Officer-In-Charge, City Accounting Department

OBR: TRUST FUND
PR Amount : 14,000,000.00

TERMS AND CONDITIONS

1. ALL PRICES INDICATED HEREIN ARE VALID, BINDING AND EFFECTIVE AT LEAST WITHIN THIRTY (30) CALENDAR DAYS FROM DATE OF RECEIPT.
2. AWARDEE shall be responsible for the source(s) of its supplies/materials/equipment and shall make deliveries in accordance with the schedule, quality and specification of the award and purchase order. Failure by the AWARDEE to comply with the same shall be a ground for cancellation of the award and purchase order issued to that AWARDEE and for re-awarding the item(s) to the ALTERNATE AWARDEE.
3. AWARDEE shall pick up purchase order(s) issued in its favor within three (3) days after receipt of notice to that effect. A telephone call, fax transmission or electronic mail (e-mail) shall constitute an official notice to the AWARDEE. Thereafter, if the purchase order(s) remains unclaimed, the said purchase order(s) shall be sent by mailing or courier, messengerial service to the AWARDEE. To avoid delay in the delivery of the requesting end-user's requirement, all DEFAULTING AWARDEES shall be precluded from proposing or submitting a substitute sample.
4. Subject to the provisions of the preceding paragraph, where AWARDEE has accepted a purchase order but fails to deliver the required product(s) within the time called for in the same order, the delivery period may be extended a maximum of fifteen (15) calendar days under liquidated damages to make good the delivery. Thereafter, if AWARDEE has not completed the
5. delivery within the extended period, the subject purchase order shall be cancelled and the award for the undelivered balance, withdrawn from that AWARDEE. The BAC-Goods and Services shall then purchase the required item(s) from such other source(s) as it may determine, with the difference in price to be charged against the DEFAULTING AWARDEE. Refusal by the DEFAULTING AWARDEE to shoulder the price difference shall be ground for its disqualification from future bids of the same items, without prejudice to the imposition of other sanction as prescribed under RA 9184 and its RIRR.
6. When the supplier fails to satisfactorily deliver goods/services 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/services scheduled for delivery for everyday of delay until such goods/services are finally delivered and accepted by the procuring entity concerned.
7. Rejected deliveries shall be construed as non-delivery of product(s)/item(s) so ordered and shall be subject to liquidated damages, subject to the terms and conditions prescribed under paragraph 4 hereof.
8. Supplier shall guarantee its deliveries to be free from defects. Any defective item(s)/product(s), therefore that maybe discovered by the **Quezon City Government** within three (3) months after acceptance of the same, shall be replaced by the supplier within seven (7) calendar days upon receipt of a written notice to that effect.
9. All duties, excise and other taxes and revenue charges, if any, shall be for the supplier's account.
10. As a pre-condition to payment, IMPORTANT DOCUMENTS specifically showing the condition and serial numbers of the imported equipment purchased should be submitted by the supplier to the **Quezon City Government**.
11. All transactions are subject to applicable withholding taxes in accordance with existing BIR rules and regulations.
12. Supplier shall furnish the End-user through the City General Services Department stockroom, the articles, described above;
13. The **Quezon City Government** reserves the right to accept or reject delivered articles if found not in conformity to the specifications, terms and conditions stipulated.
14. Provisions contained in Title VI, Book IV of the Civil Code of the Philippines on Sales are hereby incorporated and made as an Integral part hereof.
15. This contract shall also serve as **Notice to Proceed**, to take effect on JUL 06 2020 and to expire on - DEC 06 2020.

CONFORME:

Jewelyn Manuel

SIGNATURE OVER PRINTED NAME

Sales Manager

IN THE CAPACITY OF

7-6-2020

DATE

Duly authorized to sign this Purchase Order for and on behalf of

Kabon Technologies Inc

COMPANY NAME

SUBSCRIBED AND SWORN to before me this ____ day of _____, _____ at _____, Philippines. Affiant personally known to me and were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiants exhibited to me his/her _____ with his/her photograph and signature appearing thereon with No. _____.

Doc. No. _____

Page No. _____

Book No. _____

Series of _____

*****This Purchase Order shall be deemed invalid without Notary Seal (for project amounting to Php2,500,000.00 and above only)**

TERMS AND CONDITIONS

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CONFORME:

Jewelyn
SIGNATURE OVER PRINTED NAME

Sales Manager
IN THE CAPACITY OF

7-6-2020
DATE

Duly authorized to sign this Purchase Order for and on behalf of Kation Technologies Inc
COMPANY NAME

SUBSCRIBED AND SWORN to before me this ____ day of _____, _____ at _____, Philippines. Affiant personally known to me and were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiants exhibited to me his/her _____ with his/her photograph and signature appearing thereon with No. _____.

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CONFORME:

Jewelyn P. Manuel
SIGNATURE OVER PRINTED NAME

Sales Manager
IN THE CAPACITY OF

7-6-2020
DATE

Duly authorized to sign this Purchase Order for and on behalf of Kahon Technologies Inc.
COMPANY NAME

SUBSCRIBED AND SWORN to before me this ____ day of _____, _____ at _____, Philippines. Affiant personally known to me and were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiants exhibited to me his/her _____ with his/her photograph and signature appearing thereon with No. _____.

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CONFORME:

Jewelyn - Manvel
SIGNATURE OVER PRINTED NAME

Sales Manager
IN THE CAPACITY OF

7-6-2020
DATE

Duly authorized to sign this Purchase Order for and on behalf of Kation Technologies Inc.
COMPANY NAME

SUBSCRIBED AND SWORN to before me this JUL 06 2020 at _____, Philippines. Affiant personally known to me and were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiants exhibited to me his/her _____ with his/her photograph and signature appearing thereon with No. _____.

Doc. No. 461
Page No. 93
Book No. 003
Series of 1024

ATTY. MARK JOSEPH E. MARCELO
NOTARY PUBLIC

ROOM 405 PM BUILDING, MATALINO ST. Q.C.

ROLL NO. 59314 / NOTARIAL NO. 259

UNTIL DECEMBER 31, 2020

PTR NO. 7577553 / 1-06-10 / Q.C.

IBP NO. 016606 / MCLE NO. VI-0026095

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