



DOÑA ALEJANDRA, NC.
Global Intelligent Solutions

QUOTATION

HUMAN RESOURCES INFORMATION AND PAYROLL SYSTEM ANNUAL MAINTENANCE SERVICE

Prepared for: Department of Energy
Energy Center, 34th St., Rizal Drive,
Bonifacio Global City, Taguig City,
Philippines

Prepared by: Doña Alejandra, Incorporated

Date: June 9, 2023



06/09/2023



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ANNUAL MAINTENANCE SERVICE COVERAGE

- 12 months term from the end of the technical support of the procured Human Resources Information and Payroll System.
- Provide quarterly on-site / remote comprehensive maintenance of the system.
- Quarterly service reports shall be submitted by the service provider.
- Software problem diagnosis, support, repair and updates.
- Software maintenance services include reinstallation of software when necessary.
- Troubleshooting, queries and trainings will be accommodated.
- Technical support will be provided via phone call, live chat, email, remote access or onsite.
- Provide latest releases of the software to keep the software up to date and to prevent malfunctions. DAI provides the client with minor and major releases of the software for this purpose. Minor releases resolve critical bugs that DAI generally makes available to the client at no additional charge when available. Major release of the software is called "New release" and will be applied under an agreement between the supplier and client. The support for non-current or non-new modules, features, releases and versions will be discontinued upon acceptance of the "New release".

Excluded Services:

Excluded from the coverage of this Agreement are services resulting from misuse or modification of the Software by Customer, failure or interruption of any electrical power, or any accident or other cause external to the Software, including, but not limited to problems or malfunctions related to Customer's network, database, third party software products, and/or computer configurations or Customer's hardware. Such excluded services, and additional consulting services such as training, setup and technical integration may be contracted separately at DAI's rates, subject to DAI's agreement.

Customer's Responsibilities:

Customer is responsible for (i) notifying DAI of all problems for which Customer requires assistance, and (ii) allowing, if necessary, access to the Software, and (iii) the assistance of a qualified Customer representative, so that DAI can perform Maintenance Services hereunder.



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QUOTATION:

ANNUAL MAINTENANCE SERVICE DOE HUMAN RESOURCE INFORMATION AND PAYROLL SYSTEM	AMOUNT
SEVEN HUNDRED SIXTY-FIVE THOUSAND PESOS ONLY <i>*inclusive of VAT</i>	PHP765,000.00
TOTAL AMOUNT	PHP765,000.00

OPTIONAL SERVICES:

If a service requested by the client is not covered by the Annual Maintenance Service Coverage. Client shall separately contract it with DAI and fees will be based on applicable price list.

DAI ONSITE SERVICES:

For clients outside Metro Manila, transportation, food and hotel will be shouldered by the client. Additional maintenance services outside the regular quarterly maintenance services are also subject for quotation. Appropriate charges will be advised before proceeding to onsite service.

652-8421-7715
info@oña-solutions.ph
http://oña.com.ph

27th Floor, Skyway Office Building
Circuit Road, Alabang #30, EDSA Avenue,
Muntinlupa City
21st Floor, Skyway Office Building
27th Floor, Skyway Office Building #30,
Tuguegarao City

CANCELLATION POLICY:

The Annual Maintenance Service can be cancelled at any time in writing by e-mail or letter. In case of cancellation, DAI will not pro-rate or issue any refund for any unused time / portion on this agreement. There is no grace period for cancellations.

PAYMENT TERMS:

Deliverables

Monthly meeting with End-Users

Payment Amount

P 63,750 / Monthly

AUTHORIZATIONS:

The above – named client is engaging Doña Alejandra, Incorporated, located at G/F ESNA Building, #30 Timog Avenue, Quezon City, Philippines as **SERVICE PROVIDER** for the specified services listed above. This agreement covers services for DOE Human Resources Information and Payroll System.

Proposal prepared by Doña Alejandra, Incorporated:

Name: Judy Ann F. Cagampan

Date: June 9, 2023

Signature:

Proposal approved by Department of Energy:

Name: Ma. Cecilia P. Baldos

Date: July 20, 2023

Signature:

Proposal approved by Department of Energy:

Name: Elisa B. Morales

Date: July 20, 2023

Signature:



CB