



WORK ORDER

DELIVERY DUE DATE:

10/27/24

Procurement Unit
Tel No.: 045-606-8142

Supplier: **ELECTRONIC INFORMATION SOLUTIONS, INC.**
Address: **Auro-Vir Inc. 1695 Evangelista St., Bangkal, Makati City**
TIN: **002-857-352-00000 VAT Reg.**
Tel. No.: **893-1814**

Work Order No.: **2024-331**
Date: **10/10/2024**
JO No.: **2024-380**
Date: **9/26/2024**
Mode of Procurement: **Direct Contracting**
Mode of Payment: **n/15**

SIR/MADAM:

You are hereby advised to accomplish/deliver the following job/work on within **Ten (10)** calendar days upon receipt of the Work Order as per quotation submitted by you duly approved by the TSU Committee on Bids and Awards and the President of the Agency

QTY.	UNIT	DESCRIPTION	UNIT COST	TOTAL COST
1	lot	RENEWAL FOR THE SUBSCRIPTION OF DESTINY LIBRARY Destiny Library Manager Support Maintenance (Single Site) Including Alliance Plus Online Service, Destiny Discover and One Search <ul style="list-style-type: none"> • Troubleshooting problems Customer may encounter with the software products, • Providing answers to questions on how to use these products, • Explaining error messages and similar messages, • Resolving problems and issues related to the product via chat, email, phone, SMS and remote access to customer's servers. • Providing alerts and advisories regarding issues affecting the software, • Escalating unsolved issues to Follett and providing feedback to Customer. • Providing upgrades and updates as they become available from Follett as well as replacement disks or digital files if the original files become unusable. • Technical Support: One year via telephone, fax, email, online-helpdesk, video conferencing, or occasional planned visits to your area if there are no known threats like terrorism, kidnapping, disasters, or a disease prevalent over a whole country or the world and others which can put our personnel at risk. Visit shall be initiated by EISI, at EISI's own schedule, otherwise the customer shall pay for the transportation, PCR swab test or similar, lodging and per-diem of the personnel visiting the site. For clients beyond the warranty period, we require additional charges for reinstallation/restoration of the software due to virus, ransomware attack and other technical concerns that require our expertise. • Providing area-wide FREE or DISCOUNTED training courses to customers in a specific town/city, province or region. * This support Agreement will cover for 12 months/1year upon receiving work order. 	90,800.00	90,800.00

(Please read carefully at the back hereof)

Charge to: AR-101101
ROA No.: 2024-10-0940
CONFORME & RECEIVE COPY

ELECTRONIC INFORMATION SOLUTIONS, INC.

Firm/Dealer/Supplier/Contractor

Date: 10/17/24

Bank Account Name: Electronic Information Solutions, Inc.

Bank Account Number: 0681-0008-28

Bank Name: Bank of the Philippine Islands

Bank Address: Bangkal Makati Branch



FUNDS AVAILABLE:

JASPER A. YAUDER, CPA
Budget Officer

APPROVED:

DR. ARNOLD E. VELASCO
President
Authorized Official



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Charge to: **02-10110**
ROA No. : **2024-10-0940**
CONFORME & RECEIVE COPY :

ELECTRONIC INFORMATION SOLUTIONS, INC.
Firm/Dealer/Supplier/Contractor

Date _____
Bank Account Name: _____
Bank Account Number: _____
Bank Name: _____
Bank Address: _____



FUNDS AVAILABLE: _____
JASPER A. YAUDER, CPA
Budget Officer

APPROVED: _____
DR. ARNOLD E. VELASCO
President
Authorized Official