

PURCHASE ORDER

Department of Social Welfare and Development
Cordillera Administrative Office

Annex G-5

Supplier		SONEC IT TECHNOLOGIES		Purchase Order No.		2021-01-006		
Address		97 PIAS ST., CAMP 7, B.C.		Date		1/6/2021		
				Mode of Procurement		SVP		
Gentlemen:								
Please furnish this office the following articles subject to the terms and conditions herein.								
Place of Delivery		DSWD-CAR, #40 North Drive, Baguio City				Delivery Term:		Complete
Date of Delivery		10 CALENDAR DAYS UPON RECEIPT OF PURCHASE ORDER				Payment Term:		Charge
Stock/Property	Unit	Description	QTY	Unit Cost	Total Cost			
		MONTHLY SUBSCRIPTION OF AN INTERACTIVE KIOSK INFORMATION SYSTEM SERVICE FOR THE PUBLIC ASSISTANCE AND COMPLAINT DESK (PACD) FOR CY 2021						
	month	<p>Monthly Subscription of an Interactive Kiosk Information Systems Service for the Public Assistance and Complaints Desk (PACD) with the following requirements:</p> <ol style="list-style-type: none"> 1. Software <ol style="list-style-type: none"> a. Information System that can capture, edit, and store all the required details in the PACD form and issues transaction slip with queue number b. Must have a separate but integrated self-service kiosk for clients and the PACD officer c. Capable of integrating with Queue management system that issues transaction slips with queue number and Client Satisfaction Survey d. Computer program must be web-based, licensed or open-source e. Software must support database platforms that is SQL-based f. Capable of Barcode, QR code, biometric or facial registration and Name, searching, recognition, and deduplication g. Capable of duplicate client data identification h. Must have a module for possible duplicates and merging i. Must allow Action and PACD Officer to rectify Client's data and input the service provided j. Customizable Application and Report Generation k. Accurate, downloadable, and printable Reports and other lists 	12	83,333.33	999,999.96			
		<ol style="list-style-type: none"> l. User access level based application, audit trails, and history m. Must be able to facilitate single client with multiple transaction n. Voice or sound notification for the next in queue o. Must be able to prompt or alert the action officers that there are clients on queue p. Address should follow the standard Philippine Standard Geographic Codes (PSGC) for dropdown selection q. Full Name should be separated by Last Name, First Name, Middle Name, Extension Name fields r. Must follow the PACD process flow s. Must be able to conform with other vital requirements of the end-users t. Able to compute various service thresholds u. Must provide Administrator permissions to ICT Staffs v. With software user manual 			-			
		<p>2. Hardware</p> <ol style="list-style-type: none"> a. 1 Workstation computer for PACD Officer b. ≥ 2 Self-Service Feedback Kiosk units (touch screen) c. ≥ 1 Registration Kiosk unit capable of printing transaction slip/queue numbers with QR Code or Bar Code (self-service and touch screen) d. 1 thermal printer (for the workstation) e. ≥ 2 Barcode or QR Code reader f. ≥ 2 Biometric Fingerprint or Facial recognition machine g. 1 Unit Application and Database Server h. ≥ 2-units 40" HD LED SMART TV (ceiling or wall-mounted) i. At least 1KVA UPS each for all the machines 			-			
		<p>3. Other Requirements</p> <ol style="list-style-type: none"> a. Counter / Window labels for the offices b. Inclusive of all needed customer premise equipment such as switches, cables, kiosks, etc. as deemed necessary in the implementation of the project. c. Thermal papers and other consumable items in the project should be provided by the Service provider d. Inclusive of conduits and in-house wiring and cabling 			-			
		<p>4. Service Level Availability and Quality:</p> <ol style="list-style-type: none"> a. Service Availability: 99% b. The Service Provider shall maintain a 99% facility uptime in a month per circuit. c. The Service Provider shall maintain a service support during office operation hours from Monday - Friday at 7:00AM - 6:00PM d. Errors on the Information System and its database should be resolved within an hour. e. Within two (2) hours response time for technical problem that requires on-site services. 			-			

