

**CONTRACT FOR THE
SHORT MESSAGING SERVICES (SMS) BULK MESSAGING SERVICES**

THIS CONTRACT made on the _____ day of DEC 06 2021 2021 between **PHILIPPINE HEALTH INSURANCE CORPORATION**, a government-owned and controlled corporation created and existing by virtue of R.A. 7875, as amended, otherwise known as the National Health Insurance Act”, with regional office address at Lucena Grand Central Terminal, Brgy. Ilayang Dupay, Lucena City, represented herein by its **Acting Regional Vice-President, ARLAN M. GRANALI**, (hereinafter called “**PHILHEALTH**”)

-and-

MYBUSYBEE INC., a corporation duly registered with the Securities and Exchange Commission (SEC) and existing under the laws of the Republic of the Philippines with business address at **Unit 7 G/F Burgundy Place Condominium #174-B Gonzales St., Loyola Heights Quezon City** represented herein by its **Chief Executive Officer (CEO), RICO M. HERNANDEZ** (hereinafter called “**MYBUSYBEE**”):

WHEREAS, PHILHEALTH invited Bids for the **SMS Bulk Messaging Services** and has accepted the Bid of **MYBUSYBEE**, for the supply of said goods in the sum of **FOUR HUNDRED EIGHTY THOUSAND PESOS ONLY (₱ 480,000.00) or Forty Centavos (₱0.40) per SMS** (hereinafter called “**CONTRACT PRICE**”).

NOW, THEREFORE, for and in consideration of the above stipulations, the parties hereto agreed, as they hereby agree, to be bound by the following terms and conditions hereof.

I. PROJECT SPECIFICATIONS

A. GENERAL REQUIREMENT

The proposed SMS bulk messaging service should be able to address the following requirements:

- It should be capable of sending 1,200,000 SMS;
- The service should support sending of single SMS message with maximum of one hundred sixty (160) alphanumeric characters;
- It should be capable of sending at least 100SMS message per second;
- Flat SMS rate for all cellular provider in the Philippines;
- Non expiry of loads credits;
- There should be no device or system to maintain for a cloud based solution.
- It should be capable of queuing SMS message for up to 48 hours if the recipient is unreachable.
- It should be capable of generating complete SMS sending transaction status (sent out time, time of receipt, carrier name, mobile number, status etc);
- It should be capable of generating report for delivered, failed, and pending SMS (per bulk transaction, weekly, and monthly statistics);
- It must have the ability to export reports to Excel or other file formats (CSV, Text file);
- It should be capable of copying or exporting thousands of cellphone numbers from e.g. Excel and dump/save them into the portal for instant dispatch;
- It should be capable of determining if line is deactivated, roaming, or out of coverage;
- Personalize message should be easily setup;
- Application Program Interface (API) tool should be available for easy integration to existing database;
- Connectivity to the internet should be secured and compliant to security standards e.g. TDES encryption, PCI DSS, and ISO 27001;
- It should support two-way SMS traffic for interactive communication;
- It should have a dashboard for analytics and reporting.

B. SECURITY REQUIREMENT

The SMS bulk messaging service should support the following security requirements:

- A secure login and authentication facility must be provided to ensure that unauthorized access will be blocked;
- It should be capable of masking sender of SMS e.g. PhilHealth;
- It should be capable of Multi-factor authentication or One Time Pin (OTP);

MYBUSYBEE, Represented by: **RICO M. HERNANDEZ**
CEO

ARLAN M. GRANALI
Acting RVP, PRO IVA
Witness for MYBUSYBEE

NOTARIAL PUBLIC
Witness for MYBUSYBEE

Approved by: **ARLAN M. GRANALI**
Acting RVP, PRO IVA

ARON R. RIANO
Witness for PhilHealth

Recommended by: **BENJIE A. CUVINAR**
Division Chief IV, MSD

JOSEPH ARIAN R. REJANO
Witness for PhilHealth

C. MANAGEMENT AND CONTROL REQUIREMENTS

The SMS bulk messaging service should support the following management and control requirements:

- It should be capable of creating multiple users per account free of charge;
- It must have facility for auditing and reporting on all activities;
- It must have a built in facility to manage resources like SMS credits sharing across multiple users in single account;
- It must have management tool to configure role-based permissions for multiple users on a single account.

D. SUPPORT REQUIREMENTS

The SMS bulk messaging service should support the following requirements:

- 24x7 phone and technical support with < 1 hour response time guarantee at no additional charge;
- Expert personnel must be provided free of charge for technical support whenever problems are encountered.

II. TRAINING REQUIREMENTS

The winning proponent shall provide training to PhilHealth free-of-charge on the following:

- Operation of the SMS bulk messaging administration tools for the management of accounts and privileges; and
- Operation of the SMS bulk messaging administration tools for the monitoring, auditing, and reporting of all activities relative to sending SMS bulk message.

III. INSTALLATION/PROVISIONING

The winning proponent shall provide the SMS bulk messaging service including the required tools and resources not more than thirty (30) calendar days upon receipt of the Notice to Proceed (NTP) or Purchase Order (PO), whichever is applicable. Access to the SMS bulk messaging service portal/platform/tool/system for installation/provisioning shall be done at the following address: **PhilHealth, Lucena Grand Central Terminal, Brgy. Ilayang Dupay, Lucena City.**

IV. TESTING/ACCEPTANCE/IMPLEMENTATION

PhilHealth technical personnel must conduct the testing of the software and administration tools to check if the PhilHealth requirements are met. All requirements indicated above should be checked by PhilHealth if complied by the vendors before the final acceptance and start of the billing process.

V. WARRANTY

- Throughout the duration of contract, the winning proponent must provide technical support and assurance that include software tools upgrade, updates, and rights to use the software tools without incurring additional charges to PhilHealth.
- The winning proponent must replace the tool/facility/software if they do not perform substantially in accordance with their published user documentation, except for the failure/problem resulting from accident or misuse.
- Free assistance on tool/facility/software reconfiguration for the duration of the subscription period.

VI. PENALTY AND TERMINATION OF CONTRACT

In case of the failure of the winning proponent to meet the SLA/Performance Requirements of PhilHealth the penalty stipulated in Item 3.1 Annex D of the Revised Implementing Rules and Regulations of R.A. 9184 should be imposed. When the penalty amount has reach 15% of the total contract price, PhilHealth shall have the option to automatically terminate the contract.

The engagement of the service with the proponent shall commence upon signing of the Contract and ends on December 31, 2021 or upon consumption of contract amount whichever comes first.

MYBUSYBEE, Represented by: RICO M. HERNANDEZ
CEO

Approved by: ARJAN M. GRANALI
Acting RVP, PRO IVA

Recommended by: BENJIE A. CUVINAR
Division Chief IV, MSD

ANDREA A. HERNANDEZ
WITNESS - PRO IV

NOEMI FIGUEROA
WITNESS - PRO IV

ARON R. RIANO
WITNESS - PRO IV

JOSEPH ADRIAN R. REJANO
WITNESS - PRO IV

VII. DOCUMENTATION

The winning proponent must provide complete documentation of the tool/facility/software. The winning proponent must also provide user manuals and other technical materials included in the whole package of the said software/tools/facility.

IX. TERMS OF PAYMENT

- The winning proponent must provide to PhilHealth a summary list of all SMS transactions on a monthly basis. Only successfully sent SMS Messages will be paid by PhilHealth.
- The billing statement and Summary list of SMS Transaction for the current month shall be submitted by the winning proponent to PhilHealth every 7th day of the following month. The processing of payment is 10 working days upon receipt of the complete document.
- SMS bulk messaging service shall begin upon signing of the Contract and ends on December 31, 2021 or upon consumption of contract amount whichever comes first.


IN WITNESS WHEREOF, the parties hereto have caused this Contract to be executed in accordance with the laws of the Republic of the Philippines on the day and year written above.

**PHILIPPINE HEALTH
INSURANCE CORPORATION**

MYBUSYBEE INC.


Recommended by:

by:


BENJIE A. CUVINAR
Division Chief IV, MSD

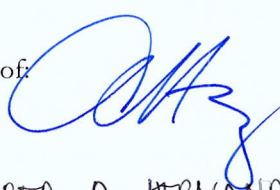

RICO M. HERNANDEZ
Chief Executive Officer


Approved by:

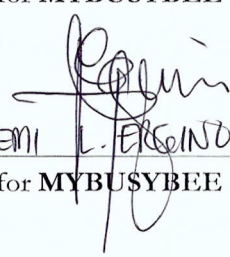

ARLAN M. GRANALI
Acting Regional Vice President

Signed in the presence of:


JOSEPH ADRIAN R. REJANO
Witness for **PhilHealth**


ANDREA A. HERNANDEZ
Witness for **MYBUSYBEE**


ARON R. RIANO
Witness for **PhilHealth**


NOEMI L. ERICANDO
Witness for **MYBUSYBEE**

ACKNOWLEDGMENT

REPUBLIC OF THE PHILIPPINES)
CITY OF QUEZON CITY) S.S.

BEFORE ME, this 09 DEC 2021 day of _____ 2021, personally appeared the following persons exhibiting to me their respective Government-issued ID:

	ID and No.	Date/Place of Issue
ARLAN M. GRANALI Philippine Health Insurance Corporation	DRIVER'S LICENSE <u>H02-88-021000</u>	FEB 23, 2017 <u>LTO</u>
RICO M. HERNANDEZ MYBUSYBEE Inc.	DRIVER'S LICENSE <u>N01-94-173673</u>	MARCH 01, 2018 <u>LTO</u>

Known to me to be the same persons who executed the foregoing Agreement consisting of _____ (_____) pages, including the annexes and this page on which the acknowledgment is written and they acknowledged that the same is their free act and deed and that of the corporations being represented.

09 DEC 2021 QUEZON CITY
WITNESS MY HAND AND NOTARIAL SEAL on the date and place first above written.

Doc No. 334;
Page No. 68 ;
Book No. XV;
Series of 2021.

ATTY. RUBEN MAZANES JR
Notary Public
Commission No. MP-004(2021-2022)
Expired Until December 31, 2021
Agora, Camp Crame, Quezon City
IBP No. 132791 Nov. 17, 2020/QC
PTR No. 0694960-01-04-2021/QC
MCLE Compliance No. VI-0030360
Attorney's Roll No. 46427