

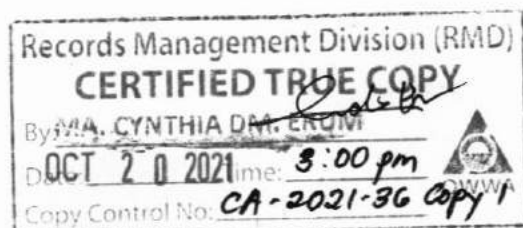
**CONTRACT AGREEMENT NO. 2021-25**

THIS AGREEMENT made the \_\_\_\_\_ day of OCT 20 2021 2021 between **OVERSEAS WORKERS WELFARE ADMINISTRATION (OWWA)** represented by its Administrator **HANS LEO J. CACDAC** of OWWA Center Building cor. 7<sup>th</sup> Street and F.B. Harrison St., Pasay City, Philippines (hereinafter called "the Entity") of the one part and **MAGELLAN E-SUPPORT SERVICES, INC.** represented by its CEO, **Mr. FREDERICK D. CHUA** of PB Mezzanine Summit One Tower, 530 Shaw Blvd., Mandaluyong City 1552 Philippines (hereinafter called "the Supplier") of the other part;

WHEREAS, the Entity invited Bids for certain goods and ancillary services, particularly the **Bidding of Outsourcing Call Center Services for OWWA 24/7 Operations Center** and has accepted a Bid by the Supplier for the supply of those goods and services in the sum of **Three Million Six Hundred Ninety-six Thousand Pesos (Php3,696,000.00)** (hereinafter called "the Contract Price").

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents as required by the 2016 revised Implementing Rules and Regulations of Republic Act No. 9184 shall be deemed to form and be read and construed as integral part of this Agreement, viz.:
  - i. Philippine Bidding Documents (PBDs);
    - i. Schedule of Requirements;
    - ii. Technical Specifications;
    - iii. General and Special Conditions of Contract; and
    - iv. Supplemental or Bid Bulletins, if any
  - ii. Winning bidder's bid, including the Eligibility requirements, Technical and Financial Proposals, and all other documents or statements submitted;  
  
Bid form, including all the documents/statements contained in the Bidder's bidding envelopes, as annexes, and all other documents submitted (e.g., Bidder's response to request for clarifications on the bid), including corrections to the bid, if any, resulting from the Procuring Entity's bid evaluation;
  - iii. Performance Security;
  - iv. Notice of Award of Contract; and the Bidder's conforme thereto; and
  - v. Other contract documents that may be required by existing laws and/or the Procuring Entity concerned in the PBDs. **Winning bidder agrees that additional contract documents or information prescribed by the GPPB that are subsequently required for submission after the contract execution, such as the Notice to Proceed, Variation Orders, and Warranty Security, shall likewise form part of the Contract.**



3. In consideration for the sum of **Three Million Six Hundred Ninety-six Thousand Pesos (Php3,696,000.00)** or such other sums as may be ascertained, **MAGELLAN E-SUPPORT SERVICES, INC.** agrees to **Bidding of Outsourcing Call Center Services for OWWA 24/7 Operations Center** in accordance with his/her/its Bid.
4. The **OVERSEAS WORKERS WELFARE ADMINISTRATION** agrees to pay the above-mentioned sum in accordance with the terms of the Bidding.

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

  
**HANS LEO J. CACDAC**  
 Administrator


For  
**OVERSEAS WORKERS WELFARE  
 ADMINISTRATION**

  
**Mr. FREDERICK D. CHUA**  
 CEO


For  
**MAGELLAN E-SUPPORT  
 SERVICES, INC.**

Signed in the presence of:


  
**MARCO ANTHOLIN T. SANTOS**  
 Witness

  
**ANNAMIE C. SANTIAGO**  
 Witness

**CERTIFIED FUNDS AVAILABILITY:**

  
**KAREN JOY B. PADDUYAO**  
 Chief, Accounting Division <sup>14</sup>  
 ₱ 3,696,000.00

OBN 2021-10-389

Records Management Division (RMD)  
**CERTIFIED TRUE COPY**  
 By:   
 MA. CYNTHIA D.M. ERUM  
 Date: **OCT 20 2024** Time: **3:00 pm**  
 Copy Control No: **CA-2021-36 Copy 1**

**ACKNOWLEDGMENT**

Republic of the Philippines)  
City of QUEZON CITY S.S.

OCT 20, 2021

BEFORE ME, a Notary Public for in the City of QUEZON CITY, this \_\_\_\_\_ day of \_\_\_\_\_, personally appeared, **Administrator HANS LEO J. CACDAC** representing **OVERSEAS WORKERS WELFARE ADMINISTRATION** with Passport No. **S0011238A** issued on **23 AUG 2017** at **DFA MANILA**, and **FREDERICK D. CHUA** representing **MAGELLAN E-SUPPORT SERVICES, INC.** with Valid Government Issued ID No. \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_, known to me to be the same persons who executed this foregoing instrument and that they acknowledged to me that the same is their own free act and voluntary deed as well as the free act and purposes therein set forth.

This instrument, consisting of the abovementioned annexes including the page on which this acknowledgement is written and the documents listed above, refers to an Agreement signed by the parties and their instrumental witness at page 2 and on the left hand margin of each and every page thereof.

**IN WITNESS WHEREOF**, I have hereunto set my hand and affixed my notarial seal at \_\_\_\_\_, Philippines, this \_\_\_\_\_ day of OCT 20, 2021, 2021.

QUEZON CITY

Notary Public

Doc. No.: 910  
Page No.: 41  
Book No.: X261  
Series of 2021

*[Signature]*  
**ATTY. ROGELIO J. BOLIVAR I**  
NOTARY PUBLIC IN QUEZON CITY  
AM Adm. Matter No. 204 June 21, 2021 to Dec. 31, 2022  
IBP O.R. No. 132134 MD 2021 & IBP O.R. No. 133076 MD 2022  
PTR O.R. No. 0695112 D 14 21 / Rol No. 32832 / TEL# 129-871-009  
MCLE No. VI-0028663 valid from 12-15-19 valid until 04-10-22 Quezon City  
Address: 31-F Harvard St., Cubao, Q.C.

Records Management Division (RMD)  
**CERTIFIED TRUE COPY**  
By: *[Signature]* MA. CYNTHIA DM. ERUM  
Date: OCT 20 2021 Time: 3:00 pm  
Copy Control No.: CA-2021-Copy 1  
OWWA



Republic of the Philippines  
**OVERSEAS WORKERS WELFARE ADMINISTRATION**  
Department of Labor and Employment



**NOTICE OF AWARD**

24 September 2021

**Mr. FREDERICK D. CHUA**  
CEO  
**MAGELLAN E-SUPPORT SERVICES, INC.**  
PB Mezzanine Summit One Tower,  
530 Shaw Blvd., Mandaluyong City  
1552 Philippines

Dear Mr. Chua:

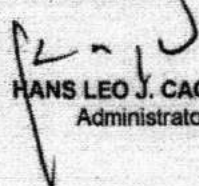
Please be informed that your bid proposal dated 14 September 2021 for the **Bidding of Outsourcing Call Center Services for OWWA 24/7 Operations Center** for the total contract price of **Three Million Six Hundred Ninety-six Thousand Pesos (Php3,696,000.00)** only, has been accepted.

You are hereby required to provide within ten (10) calendar days the performance security in any of the form stated in Section 33 of the Bidding Documents. Your failure to provide the performance security shall constitute a sufficient ground for cancellation of the award and forfeiture of the bid security.

Please acknowledge receipt and acceptance of this notice by signing the space provided below and submit a copy to Procurement and Property Management Division of the Overseas Workers Welfare Administration.

Thank you.

Very truly yours,

  
**HANS LEO J. CACDAC**  
Administrator

Conforme:



**Mr. FREDERICK D. CHUA**  
CEO/MAGELLAN E-SUPPORT SERVICES, INC.

Date: OCT - 6, 2021





**NOTICE TO PROCEED**

Date: OCT 18 2021

**Mr. FREDERICK D. CHUA**  
CEO  
**MAGELLAN E-SUPPORT SERVICES, INC.**  
PB Mezzanine Summit One Tower,  
530 Shaw Blvd., Mandaluyong City  
1552 Philippines

Dear Mr. Chua:

The attached Contract Agreement having been approved, notice is hereby given to **MAGELLAN E-SUPPORT SERVICES, INC.** that the service for the **Bidding of Outsourcing Call Center Services for OWWA 24/7 Operations Center** may commence on **01 November 2021**.

Relative thereto, your company's performance is being evaluated by the End-User.

Please acknowledge receipt and acceptance of this notice by signing the space provided below and submit a copy to Procurement and Property Management Division of the Overseas Workers Welfare Administration.

Thank you.

Very truly yours,

  
**HANS LEO J. CACDAC**  
Administrator *ci*

I acknowledge receipt of this Notice on OCT 20 2021



**Mr. FREDERICK D. CHUA**  
CEO/MAGELLAN E-SUPPORT SERVICES, INC.