

QC to terminate eZConsult contract

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The Quezon City (QC) local government is seriously considering terminating its contact with Zuellig Pharma Corporation, following a series of total or partial technical difficulties experienced by its eZConsult service that prevented residents from signing up for Covid-19 vaccination.

Likewise, the QC local government is also mulling to file for damages against the company, for failing to meet its contractual obligation to the local government by Friday, 18 June 2021, if the company fails to deliver its obligation.

QC officials said they availed of the eZConsult service to facilitate the enrolment for the city's vaccination program.

“But what do we do if their system itself is the root of the problem?” an official expressed. “The sacrifices and efforts of our medical frontliners and our residents are being compromised by this inefficient system. They committed a seamless service but they failed repeatedly,” the official added.

QC takes pride in the system it is implementing at vaccination centers where vaccinees no longer need to fall in line and be inoculated in 30 minutes.

“We have issued an ultimatum to Zuellig so they can improve their system quickly and provide all the deliverables. If not, we have no other choice but to find another company that can do the job quickly and efficiently,” QC officials added.

City Attorney Orlando Casimiro has already written to Zuellig Pharma Corporation, through its general manager Danilo Cahoy, demanding liquidated damages in connection with the technical failures of eZConsult.

In his demand letter, Casimiro said under the terms of reference of their agreement, Zuellig has the obligation to make available Information Technology services, such as registration, pre-assessment, booking and scheduling of vaccination at the patient level through digital forms.

“Failure to strictly comply with the terms of the contract shall constrain us to take all necessary legal action as may be appropriate, including both civil and criminal cases against Zuellig and its officers, for the full protection and enforcement of the Quezon City Government's rights and interests,” Casimiro said in the letter.