

QC terminates vax booking service

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The **Quezon City local government** terminated on Tuesday night its contract with Zuellig Pharma Corporation for its EZConsult booking services following a series of technical difficulties experienced by QC citizens.

This came after disgruntled residents had to wait for hours to try to book a vaccination slot after the service crashed on Tuesday afternoon.

“We have already given Zuellig ample time to improve its system upon its request, and yet its system has crashed again for the ninth time. We don’t want to cause undue stress to our constituents who only want to register for vaccination,” city officials said.

The city government recently issued Zuellig an ultimatum to improve its system quickly and provide all deliverables.

City Attorney Orlando Casimiro said Zuellig has breached its contractual obligations to the city after failing to deliver on its commitment to improve its service as previously agreed.

“The Information Technology portion of the Service Agreement with the city government will be terminated and damages will be claimed against Zuellig because of the delays, inconvenience and frustration that our QC citizens have experienced,” Casimiro said.

Under Section 9 of the agreement, Zuellig is liable to pay liquidated damages amounting to one-tenth of one percent of the contract price for every day of delay until the project is completed.

Since 27 March 2021, EZConsult has reported several technical difficulties that caused the city government delays in providing vaccines to its residents in a quick and timely manner.

The city government is also considering filing civil and criminal charges against the company for failure to meet its contractual obligation to the local government.

City officials said, “We are filing appropriate charges against them through our Legal Department. We are doing this for the interest of our QC citizens and to protect their rights.”

Officials called on residents who are having a hard time registering via the EZConsult website to instead register at the city government-assisted QC Vax Easy portal <https://qceservices.quezoncity.gov.ph/qcvaxeasy>.

Meanwhile, those who were able to book a slot for 1 to 3 and 5 and 6 July are advised to proceed to the vaccination site of their choice as scheduled.

The city government stressed that until the contract termination has been finalized, all ongoing bookings are valid.

Those who were scheduled for the second dose should also follow the date indicated in their card, and take the jab at the same site where they received their first dose.