

IMTLAZARUS USA, LLC

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MANUFACTURER AUTHORIZATION FORM (MAF) AND BACK-TO-BACK TECHNICAL ESCALATION UNDERTAKING

Official Submission for DepEd Post-Qualification Evaluation · Verification Step SLA-01-VS05

Date of Issuance:	July 15, 2026
Addressed To:	THE BIDS AND AWARDS COMMITTEE / TECHNICAL WORKING GROUP (TWG) Department of Education (DepEd) DepEd Complex, Meralco Avenue, Pasig City, Metro Manila, Philippines
Project Reference:	Supply, Delivery, Configuration, and Maintenance of Mobile Device Management (MDM) Solution Project No.: 2026C-ICT63-005&007-BS-CB-015
Subject:	OFFICIAL BRAND PRINCIPAL AUTHORIZATION, SUPPORT UNDERTAKING, AND TECHNICAL ESCALATION GUARANTEE (SLA-01-VS05)

1. OFFICIAL MANUFACTURER AUTHORIZATION & SCOPE OF AUTHORITY

We, **IMTLazarus USA, LLC**, organized and existing under the laws of the United States of America, being the official developer, intellectual property owner, and Brand Principal of the IMTLazarus Cloud-Based Mobile Device Management and Digital Classroom Ecosystem, hereby officially authorize, certify, and empower our Authorized Prime Bidder and Distributor in the Philippines:

- **Authorized Bidder / Distributor Name:** MULTIFOCUS CORP.
- **Principal Office Address:** Unit 601K StateCentre Condominium, 333 Juan Luna St., Binondo, Manila, Philippines
- **Tax Identification Number (TIN):** 008-311-401-000
- **Authorized Contact Email:** multifocus.corporation@gmail.com

Multifocus Corp. ('Authorized Bidder') is granted full, unconditional, and uninterrupted authority to participate as Prime Bidder in DepEd Project No. 2026C-ICT63-005&007-BS-CB-015 and to submit, negotiate, execute, configure, deploy, and maintain the IMTLazarus MDM solution for the Department of Education across public schools and administrative offices nationwide.

2. COMPREHENSIVE COVERAGE OF OFFERED SOLUTION (TOR ANNEX C)

We explicitly certify that our brand authorization, architectural guarantees, and 24/7 technical support undertakings apply fully and without restriction to the offered solution, specifically encompassing:

- **2.1. Product & Edition:** IMTLazarus Enterprise MDM Solution (Education Edition configured specifically for DepEd nationwide deployment).
- **2.2. Functional & Technical Modules:** Native support across all mandated modules, including Multi-OS Platform Management (Android, Windows 11, iOS/iPadOS, ChromeOS), Advanced Content & Web Filtering (FIL-01/02), Real-Time Classroom Management (CLA-01/02), Safeguarding & Student Wellbeing Alerts (SAFE-01), Cloud Telemetry & Analytics (ANA-01), and RESTful API / JSON Data Export integration (API-01).

- **2.3. Licensing, Implementation & Configuration Authority:** Full authority and factory architectural backing for Multifocus Corp. to license, deploy, integrate (specifically with DepEd's Google Workspace for Education and Microsoft Entra ID tenants), and finely configure tenant administration and Role-Based Access Control structures (RBAC-01) from Central Office down to Regional, Division, and School tiers.
- **2.4. Training & Enablement:** Official empowerment to conduct certified technical, architectural, and operational training programs (TRG-01) for DepEd IT personnel, regional coordinators, and system administrators.
- **2.5. Support & Maintenance Lifecycle:** Provision of continuous over-the-air software updates, zero-day security patches, maintenance releases, and 24/7/365 operational engineering assistance throughout the entire contractual period.

3. DIRECT TECHNICAL ESCALATION & BACK-TO-BACK SLA UNDERTAKING (SLA-01-VS03 / GCC 17.3)

In direct compliance with Technical Verification Step **SLA-01-VS05** and General Conditions of Contract (GCC) Clause 17.3, IMTLazarus USA, LLC hereby underwrites, covenants, and establishes a Back-to-Back Technical Escalation and Support Guarantee with Multifocus Corp.:

- **3.1. Direct Tier 3 Engineering Access:** We guarantee that Multifocus Corp. engineering personnel and designated DepEd escalation officers shall have direct, uninterrupted access to IMTLazarus Tier 3 Core Engineering and Product Specialists via our dedicated 24/7 Manufacturer Support Portal and Escalation API.
- **3.2. Back-to-Back Severity Resolution Guarantees:** IMTLazarus USA, LLC underwrites and binds itself solidariamente with Multifocus Corp. to meet or exceed the contractual response and resolution targets defined in Annex C Section 8.18 and GCC Clause 17.3:
 - *Severity 1 (Critical / Tenant Outage or System-wide Failure):* Initial Engineering Response within fifteen (15) minutes; continuous 24/7 Tier 3 engineering commitment until full mitigation or permanent resolution.
 - *Severity 2 (High / Major Module Degradation or Partial Impairment):* Initial Engineering Response within thirty (30) minutes; resolution or viable engineering workaround target within four (4) hours.
 - *Severity 3 (Medium / Minor Impairment or Localized Bug):* Initial Engineering Response within two (2) hours; resolution target within twenty-four (24) hours.
 - *Severity 4 (Low / General Technical Inquiry or Feature Request):* Initial Response within four (4) hours; resolution applied during scheduled maintenance windows.
- **3.3. Pause-Clock Protocol Backing (SLA-01-VS02):** We certify that our manufacturer ticketing ecosystem fully supports the required 'Pause-Clock' and Awaiting Customer Action workflows, recording immutable, timestamped audit logs and automated notifications whenever technical diagnostics require pending action or validation from DepEd personnel.

4. WARRANTY OF CONTINUITY & INFRASTRUCTURE ASSURANCE

We warrant that throughout the entire contract term, IMTLazarus USA, LLC shall maintain dedicated cloud infrastructure, database scaling reserves, and engineering bandwidth to guarantee that the offered cloud platform achieves a minimum contractual uptime of 99.95%+ availability. All cloud infrastructure is hosted across secure, highly available bare metal private cloud clusters provided by Zenlayer Inc., operating under certified ISO/IEC 27001:2022 Information Security Management and SOC 2 Type 2 attestation.

IN WITNESS WHEREOF, we have caused this Official Manufacturer Authorization Form and Back-to-Back Support Undertaking to be signed and sealed by our duly authorized executive officer on this 15th day of July, 2026.

ISSUED AND DULY CERTIFIED FOR IMTLAZARUS USA, LLC:

Daniel Martinez de Dios

Chief Executive Officer (CEO)

IMTLazarus USA, LLC

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