

TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AN AUTOMATED HEALTH CERTIFICATE AND SANITARY PERMIT SYSTEM FOR THE QUEZON CITY HEALTH DEPARTMENT

I. RATIONALE AND BRIEF BACKGROUND

In compliance with RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) and without compromising the regulatory powers of the LGU to ensure public safety and promote sound business practices, the Quezon City Health Department (QCHD) aims to digitize the health certificate and sanitary permit system in Quezon City to eradicate traditional, paper-based processes that are time consuming, tedious, error-prone and subject to numerous conflicts and discretions.

II. PROJECT DESCRIPTION

The QCHD seeks to monitor compliance of all businesses operating in the city for business permits and ancillary permit requirements through an automated online portal for the application of Health Certificates and Sanitary Permits. The QC Health Certificate and Sanitary Permit Online Application System will enable applicants to apply, submit their documents, make payments and secure their health certificate and sanitary permit through an online portal. This will make the application and processing of health certificates and sanitary permits more efficient and at the same time decongest the foot traffic at city hall.

III. PROJECT SCOPE OF WORK

The prospective bidders shall bid and provide the HEALTH CERTIFICATE AND SANITARY PERMIT ONLINE APPLICATION SYSTEM FOR THE QUEZON CITY HEALTH DEPARTMENT, as a minimum, shall have following features and deliverables:

A. Administration Portal Interface

1. Web Application.
2. System Management.
3. Applicant Verification, Approval, Payment and Monitoring.
4. Assigning Roles and Rights.
5. Creation of Reports.
6. Audit transactions.
7. Mobile Responsive Interface.

B. Desktop/Tablet/Mobile Applicant Portal

1. Desktop and Mobile Responsive Web Portal.
2. Account Creation (Unique Identifier) and Login Portal.

3. Applicant Registration, Document Submission, Verification, Payment (Paymaya, 7-11, GCash, Credit Card and others) and Issuance of Health Certificate and Occupational Permit (Digital and/or Hard Copy).
4. Document and Payment Verification and Notification.
5. Registration Tracking (Breadcrumb)

C. Database Application

1. Best of breed, secure, robust and expandable database application for data storage.
2. Remote enabled. (Support)
3. Backup and recovery contingency.

D. Hardware Deliverables (Health Department)

1. 3 x Desktop Computers (Administration)
2. 3 x Desktop Computers (Kiosk)
3. Multi-network Scanner

E. Other Deliverables

1. Creation of a customized, secure web portal and hosting by the prospective bidder in a true cloud storage which shall give BPLD administration access and rights to the system.
2. The QC HEALTH CERTIFICATE AND SANITARY PERMIT ONLINE APPLICATION SYSTEM should be able to integrate seamlessly with the existing QC e-Services System and Database for Mobile App Validation.
3. The system will store all data collected in a secure cloud-based repository server by the prospective bidder.
4. The system should be able to handle minimum of up to 10,000 daily transactions and should have the potential of scaling to meet future needs.
5. The cloud-based hosting of the data must operate for one (1) year, subject to renegotiation thereafter.
6. System must allow for real-time and periodic backups of the database and must guarantee a 99% database server uptime.
7. The system should conform with applicable data privacy laws.
8. All data captured by the system shall remain the property of the City, and the cloud-based storage that contains the data will be owned and controlled by the City.

IV. AREA OF COVERAGE

All of the approximately 85,000 operating businesses in the 142 barangays of Quezon City

V. PROJECT STANDARDS & REQUIREMENTS

A. Track Record

1. Bidders must have Platinum status in PHILGEPS
2. Bidders must be a duly registered corporation with SEC filing

3. The bidding corporation must be filed with SEC as an IT company with the purpose of trading of goods and services such as software systems
4. The bidding corporation must be in the same industry as per their SEC filing for at least five (5) years.
5. The bidding corporation must be able to fully deliver all components of the project within 60 days upon contract award.
6. The bidding corporation must be duly registered under the National Privacy Commission

B. Organization

1. The Supplier must be a reputable Information Technology Firm with at least five (5) years business operation in the design, development, implementation and maintenance of Business Management Systems.

The Lead Supplier Team should have local and international professional applied experience and skills and qualifications as follows:

- a. A Degree in a relevant field (Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, and Software Engineering) with Professional Regulatory Commission License.
- b. At least minimum 10 years' experience related to data management/database development and archiving, including use of web-enabled platforms and common reporting analysis tools.
- c. Demonstrated experience in application development and deployment and in data analytics with the use of advanced algorithm to generate reports evidenced by use cases and patent.
- d. Proven professional experience in database technologies end to end, including web client development and deployment, database management and development of web-based information systems.
- e. Competent and dedicated staff that can be reached for feedback having at least 5 years of related work experience.
- f. Excellent communication and writing skills.

C. Training

1. The prospective bidder will provide all necessary training for software and hardware usage, administration and management of the mobile application and web portal to all office-based and field personnel using the inspection audit system.

VI. PROJECT DURATION

This project shall be implemented with the following target days per milestone. The periods indicated below provide target dates only and may run concurrently. They do not illustrate the actual time frame from the beginning to the end of the project.

MILESTONES	CALENDAR DAYS
Project Preparation and Mobilization	30 calendar days upon receipt of Notice to Proceed
Process Mapping (Health Permit & Sanitary Permit)	30 calendar days upon receipt of notice to proceed
Health Certificate Application Programming & Development to Minimum Viable Product	110 calendar days upon receipt of notice to proceed
Sanitary Permit Application Programming & Development to Minimum Viable Product	130 calendar days upon receipt of notice to proceed
Beta Testing	30 calendar days
Training and Hand Over	30 calendar days
Project Support	60 calendar days

VII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Quezon City Hall shall offer public bidding to all prospective bidders for the procurement of a QCHD Health Certificate and Sanitary Permit Online Application System for Quezon City with an Approved Budget for the Contract (ABC) amounting to **TEN MILLION AND FIVE HUNDRED THOUSAND PESOS [10,500,000.00 PHP]**.

VIII. BASIS OF PAYMENTS

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Preparation and Mobilization Process Mapping (Health Certificate & Sanitary Permit) Framework for Web Application (Administration and Applicant) completed.	Process Mapped and approved. Application Framework signed off by client's authorized personnel.	15%
Health Certificate Application Programming & Development to Minimum Viable Product Beta Testing for at least one segment. Sanitary Permit Application Programming & Development to Minimum Viable Product	Minimum Viable Product signed off by QA and client's authorized personnel. Signed off by QA and client's authorized personnel.	55%

Beta Testing for at least one segment.	Minimum Viable Product signed off by QA and client's authorized personnel. Signed off by QA and client's authorized personnel.	
Go Live	Go Live Certificate. Onboarding of vendors and inspectors. Full documentation.	15%
Training and Hand Over	Signed off by client's authorized personnel.	10%
Project Support	60 Calendar Days	5%
	TOTAL	100%

HARDWARE COMPONENT		
Delivery of Hardware	Upon delivery	100%
	TOTAL	100%

IX. CONDITIONS AND PENALTIES FOR BREACH OF CONTRACT

A. Delivery

The failure of The Prospective Bidder to perform any of the obligations or covenants provided in this Section shall constitute a breach and shall make it liable for damages, without prejudice to the right of the CITY to seek other remedies as may be allowed by law.

The Prospective Bidder must deliver all system components within 4 months upon contract award. Failure to do so will be subject to penalties as prescribed by law.

B. Test Parameters

The delivered hardware and software of the Health Certificate and Sanitary Permit System shall be tested and evaluated using accepted guidelines.

C. Product Warranty

The following are the terms of the product/system warranty guaranteed by The Prospective Bidder:

Software Component shall have one (1) year warranty upon implementation. It shall not cover support for software application failure due to calamity, virus infection, user errors, network connectivity failure, database errors due to electricity fluctuations and system reinstallation.

- User manual and installer shall be provided for software components.
- Actual on-site software installation shall be made within Quezon City only.

- Replacement and repair of hardware for factory defects. Damage and theft arising from misuse and negligence of hardware by end-users will be charged according to stipulated hardware pricing. Additional hardware requirements due to increase in number of users will be charged based on the submitted unit prices by the prospective bidder as the need arises.

Terms of Reference endorsed, reviewed and certified by:



ESPERANZA ANITA N. ESCANO-ARIAS, MD, MPH

Officer-in-Charge

Quezon City Health Department



PAUL RENE S. PADILLA

Officer-in-Charge

Quezon City Information Technology
Development Department