

TERMS OF REFERENCE

SUPPLY, INSTALLATION AND COMMISSIONING OF AN AUTOMATED INSPECTION AUDIT SYSTEM FOR THE BUSINESS PERMITS AND LICENSING DEPARTMENT, QUEZON CITY

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, BPLD aims to digitize the business inspection audit system and process for all businesses operating in Quezon City to eradicate traditional, paper-based audits that are time consuming, tedious, error-prone and subject to numerous conflicts and discretions.

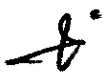
II. PROJECT DESCRIPTION

BPLD seeks to monitor compliance of all businesses operating in the city for business permits and ancillary permit requirements through a secure tandem mobile application and web portal for instant validation of Business Permit secure QR (Quick Recognition) codes and issuance of real-time audit summary report findings to the City and to business owners.

III. PROJECT SCOPE OF WORK

The prospective bidders shall bid and provide the BPLD INSPECTION AUDIT SYSTEM FOR QUEZON CITY which should be fully compatible and can interface and read the generated QR codes from the BPLD System Office with details as follows:

- A. The prospective bidder shall be responsible for delivering a secure tandem android mobile app and a secure web portal hosted in cloud storage. This includes any associated training required for the installation and operation of said system that has the following components:
 1. Provision and Maintenance of Android application Hardware and Accessories
 - a. 60 Android Hardware Mobile Devices (28,000/unit)
 - i. With GLONASS, BDS
 - ii. At least 8 inches display
 - iii. PC Mark Performance Score should be a minimum of 3k
 - iv. Android OS: Minimum 8 (OREO)
 - v. LTE/Wi-Fi Capable
 - vi. Memory: Card Slot – MicroSDXC; Internal – 32 G
 - vii. RAM – Minimum 2 Gig
 - viii. Camera – Minimum 5 Megapixels
 - ix. Battery – Minimum 5100 MAH
 2. 120 Portable Bluetooth Printers capable of printing specialized stickers and audit letter findings (25,000/unit)
 - a. Bluetooth 4.0 Thermal Printer with 203 dpi
 - b. USB 2.0



- c. 80 mm paper width
 - d. No label sensor
3. Specialized stickers and paper for Bluetooth printers (2,000 rolls: 300 per roll)
 4. Accessories and Peripherals: 60 sets of Screen protector (1,000/set)
 5. 10,000 MAH powerbanks – 60 pcs (1,000/unit),
 6. Waterproof Bags – 1,000/unit (slingbag or belt bag that will fit tablets, powerbanks and bluetooth printers + cables in waterproof material that has roll-top closure, where the opening folds over on itself two or more times to keeps the bag air and watertight; with no zipper and needle holes)
 7. Extra Android Cable for Hardware: 60 pcs (500/unit)
 8. Software:
 - a. Mobile Device Management Service for all Android Devices to ensure protection vs any unauthorized application download, installation and usage other than the BPLD QC Audit System Mobile App
 - b. Validation of the secure QR Code of the Issued Business Permits and collection of other pertinent information for each business based on its industry classification
 - i. Real Time validation of Secure QR Code
 - ii. Yes, No Input
 - iii. Alpha-Numeric Text Input
 - iv. Image capture
 - v. Signature capture
 - vi. Real-Time Summary of Audit Findings for presentation to authorized business location representative
 - vii. Name and Signature capture of authorized business location representative during audit
 - viii. Automated generation of encrypted (military grade) QR code sticker and printed summary of audit findings as proof of visit
 9. Creation of a customized, secure web portal and hosting by the prospective bidder in a true cloud storage should be able to give BPLD administration access and rights for the following:
 - a. Universe Management of Parameter Hierarchies
 - b. Enrollment, Deactivation and Maintenance of Field Surveyors
 - c. Automated Itinerary assignment Management based on randomization or lottery rule such that no Field Surveyor will be covering a business in his residence area.
 - d. Automated production of digital audit letters with summary findings to business owners.
 - e. Viewing and downloading of bundled analytics
 10. The BPLD INSPECTION AUDIT SYSTEM should be able to integrate seamlessly with the existing QC BLPD QR Code System and Database for Mobile App Validation.
 11. The system will store all data collected by all Field Surveyors in a secure cloud-based repository server by the prospective bidder.
 12. The system should be able to handle minimum of up to 100,000 Businesses and should have the potential of scaling to meet future needs.



13. The cloud-based hosting of the data must operate for one (1) year, subject to renegotiation thereafter.
14. System must allow for real-time and periodic backups of the database and must guarantee a 99% database server uptime.
15. The system should conform with applicable data privacy laws.
16. 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 should have been in operation in QC for at least five (5) years
6. The bidding corporation must have implemented at least 2 similar projects with at least a combined minimum of 2,000 unique audit locations for the past two (2) years and which are still currently being used.
7. The bidding corporation must be able to fully deliver all components of the project within 60 days upon contract award.
8. The bidding corporation must be duly registered under the National Privacy Commission

B. Organization

1. The prospective bidder must have their regular employee pool of software developers for the project.
2. The prospective bidder must have its own regular employee pool of personnel for systems administration, deployment, proper quality assurance analysts and technical support staff for the project.

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

The project duration will be from bidding award date until 12 months from contract award date with provision to renew annually with a software hosting and maintenance agreement based on project conditions stated in section IX.

MILESTONES	CALENDAR DAYS
Project Preparation and Mobilization	7 calendar days upon receipt of Notice to Proceed
Process Mapping	10 calendar days upon receipt of Notice to proceed
Application Programming & Development to Minimum Viable Product	30 calendar days upon receipt of Notice to Proceed
Beta Testing	10 calendar days
Delivery of Hardware Components	60 calendar days
Training and Hand Over	3 calendar days
Project Support	60 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 Business Permit Licensing Department (BPLD) Inspection Audit System for Quezon City with an Approved Budget for the Contract (ABC) amounting to **TWENTY ONE MILLION FOUR HUNDRED NINETY THOUSAND PESOS [21,490,000.00 PHP]** with the following deliverables:

A. Software Development, Maintenance and Hosting

1. Mobile Device Management Service for all Android Devices to ensure protection vs any unauthorized application download, installation and usage other than the BPLD QC Audit System Mobile App
2. Validation of the secure QR Code of the Issued Business Permits and Collection of other pertinent information
3. A Customized Secure web portal hosted by the prospective bidder in a true cloud storage should be able to give BPLD administration access and rights for the following

B. Provision and Maintenance of Android application Hardware and Accessories

1. 60 units Android Hardware Mobile Devices
 - a. With GLONASS, BDS
 - b. At least 8 inches display
 - c. PC Mark Performance Score should be a minimum of 3k
 - d. Android OS: Minimum 8 (OREO)
 - e. LTE/Wi-Fi Capable
 - f. Memory: Card Slot – MicroSDXC; Internal – 32 G
 - g. RAM – Minimum 2 Gig
 - h. Camera – Minimum 5 Megapixels
 - i. Battery – Minimum 5100 MAH

2. 120 units Portable Bluetooth Printers (Bluetooth 4.0 Thermal Printer with 203 DPI, USB 2.0; 80 mm paper width, no label sensor) capable of printing specialized stickers and audit letter findings
3. 2,000 rolls Specialized stickers and paper for Bluetooth printers
4. Accessories and Peripherals:
 - a. 60 pcs Screen protector and tablet case for Android Devices
 - b. 60 units 10,000 MAH powerbanks
 - c. 60 pcs Waterproof bag
 - d. 60 pcs Extra Android Cable

Software Annual Maintenance and Hosting Fees (SAMF) for same feature set should not exceed 30% of Software procurement price for the 2nd year and with diminishing SAMF for 3rd year onwards.

VIII. BASIS OF PAYMENTS

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
SOFTWARE COMPONENT		
Project Preparation and Mobilization	Process Mapped and approved.	15%
Process Mapping	Applications Framework signed off by client's authorized personnel.	
Framework for all applications completed.		
Application Programming & Development to Minimum Viable Product	Minimum Viable Product signed off by QA and client's authorized personnel.	45%
User Acceptance Testing (UAT) of the Mobile App and the Web Portal Management	Beta Testing for at least one market. Signed off by QA and client's authorized personnel. Full documentation.	20%
Training and Hand Over	Signed off by client's authorized personnel.	10%
Project Support	60 Calendar Days	5%
Project Retention	6 months after Training and Hand Over	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 3 months upon contract award. Failure to do so will be subject to penalties as prescribed by law.


B. 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:


MA. MARGARITA SANTOS
City Government Department Head III
Business Permits and Licensing Department


PAUL RENE S. PADILLA
Officer-in-Charge
Quezon City Information Technology
Development Department