

TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AN ONLINE UNIFIED BUSINESS PERMIT APPLICATION SYSTEM FOR NEW, RENEWAL, AMENDMENT AND SPECIAL BUSINESS PERMITS (OUBPAS) FOR THE BUSINESS PERMITS AND LICENSING DEPARTMENT, QUEZON CITY (PHASE 1)

I. RATIONALE AND BRIEF BACKGROUND

To effectively implement physical distancing and help curtail the spread of COVID19 as well as facilitate improvement in speed of transactions for business owners in Quezon City in time for the lifting of modified enhanced community quarantine, an integrated online registration system is being proposed which is aligned with the mandate of RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018). This system will enable business owners to apply, renew, amend and secure regular and short-term business permits in the comfort of their homes and/or offices.

II. PROJECT DESCRIPTION

BPLD seeks to enable business owners to apply for new business, renew, amend and secure special or short term business permits through a secure, proprietary and semi-independent online portal that will be manually linked to existing local systems and work flows while designing a fully online independent system. This system is designed to utilize existing systems while enabling business owners to register and apply online for business permit transactions that require payment.

III. PROJECT SCOPE OF WORK

The service provider shall create and maintain a secure, proprietary and semi-independent online portal that is hosted in a true cloud storage system for the registration of all business permit application types specified herein: New, Renewal, Amendment and Short Term/Special Permit

A. System Development with the following components and capabilities:

- i. Online Business Registration, Renewal and Amendment Portal with single sign-on capability for browsers such as but not limited to chrome, firefox and safari
- ii. Provision of Web Views and Management for 3 types of users QC System Users:
 - a. Business Applicant Owner to fill up, submit and monitor application status
 - b. BPLS Administrator/s to evaluate, assess, monitor status with ancillary offices and approval/disapproval of application
 - c. Ancillary departments: web view and application/processing status update by Zoning and Administration Unit, Department of Building Official, City Assessors Office, City Health Department, City Veterinary Office, Bureau of Fire Protection, Liquor Licensing and Regulatory Board, Department of Public Order and Safety, Market Development and Administration Department, Task Force on Solid Waste Management, Task Force on Traffic and Transportation Management, City Tourism Department, City Treasury Office, and, Barangay and Community Relations Department
- iii. Integration of the BPLS web system to other Ancillary department local systems which will involve manual encoding of business information to existing legacy systems (i.e., In BPLS and CTOS) by QC LGU staff to enable processing of all types of Business Permit application, renewal and amendment transactions and ancillary clearances.

- iv. Provide a user interface for the online encoding by QC LGU Staff of information from the Unified Business Permit Application Forms that have been physically submitted by the Business Owner or his/her representative/s.
 - v. Provision of an Automated Web Report Generation Tool for BPLD, Ancillary Departments and Business Registrant Owners
- B. Provide hosting and administration** of a cloud storage server based on due diligence of QC Database size and requirements for any data collected and utilized by QC BPLD;
- C. Provide Protection for any information and data** that QC BPLS system has access to as related to QC LGU and its constituents. Ownership of the data belongs to the QCLGU and shall remain with the CITY even after the end of the project and the system should conform with applicable data privacy laws.
- D. Provide remote system support** as needed for the proper operation of QC BPLS System
- E. Provide design and scalability for transition to a fully independent online system** with its independent database that can mirror and seamlessly integrate to QC LGU Central Systems in preparation for the Second Phase.
- F. Ensure Data Back Up or Redundancy Plan**
- G. Software Maintenance Agreement Fees (SMAF)** inclusive of cloud server hosting for the second year for same feature set should not exceed 30% of the total project cost; and (SMAF) should be diminishing from 3rd year onwards with the option for self-administration and hosting to be shouldered by QC.

Phase 1	ONLINE SUBMISSION OF APPLICATION	<ul style="list-style-type: none"> • Online submission of business permit application simultaneous with application for ancillary clearances • Manual Internal Process for Ancillary Clearances • Inter-Department Access for Application Tagging Status • Real Time Status Verification of Application by Applicants • Cloud hosting of database
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IV. AREA OF COVERAGE

Multiple Location sites of BPLD and Ancillary Departments within the Quezon City Hall compound.

V. PROJECT STANDARDS & REQUIREMENTS

A. Track Record

- a. Bidders must have Platinum status in PHILGEPS
- b. Bidders must be a duly registered corporation with SEC filing
- c. 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

- d. The bidding corporation must be in the same industry as per their SEC filing for at least five (5) years.
- e. The bidding corporation must be able to fully deliver all components of the project within 30 calendar days upon contract award.
- f. The bidding corporation must be duly registered under the National Privacy Commission

B. Organization

- a. The service provider must have their regular employee pool of software developers for the project.
- b. The service provider 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

- a. The service provider will provide all necessary training for software and existing usage, administration and management of the web portal to all office-based and field personnel using the inspection audit system.

VI. PROJECT DURATION

The project duration will be for 30 calendar days subject to annual maintenance fees if services are renewed after contract expires.

MILESTONES	CALENDAR DAYS
Project Preparation and Mobilization	3 calendar days upon receipt of Notice to Proceed
Process Mapping and Technical Specs Sign-Off/ Approval	7 calendar days upon receipt of Notice to proceed
Application Programming & Development to Minimum Viable Product	15 calendar days upon receipt of Notice to Proceed
UAT	3 calendar days
Training and Hand Over	2 calendar days
Project Support	12 months from hand-over

VII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Approved Budget for the Contract (ABC) amounting to twenty million [**P20,000,000**] with the following deliverables as specified in Section III, Project Scope of Work with the following components:

A. System Development with the following components and capabilities:

- i. Online Business Registration, Renewal and Amendment Portal with single sign-on capability for browsers such as but not limited to chrome, firefox and safari
- ii. Provision of Web Views and Management for 3 types of users QC BRP Users:
 - a. Business Applicant Owner
 - b. BPLS Administrator

- c. Ancillary departments: web view and application/processing status update by Zoning and Administration Unit, Department of Building Official, City Assessors Office, City Health Department, City Veterinary Office, Bureau of Fire Protection, Liquor Licensing and Regulatory Board, Department of Public Order and Safety, Market Development and Administration Department, Task Force on Solid Waste Management, Task Force on Traffic and Transportation Management, City Tourism Department, City Treasury Office, and, Barangay and Community Relations Department
 - iii. Integration of the BPLS web system to other Ancillary department local systems which will involve manual encoding of business information to existing legacy systems (ie. In BPLD and CTOS) by QC LGU staff to enable processing of all types of Business Permit application, renewal and amendment transactions and ancillary clearances.
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H. Cost Breakdown:

No.	Description	Amount
1.	Due Diligence, System Design and Data Model	
2.	Software Development Cost Internal Encoding Tool Online Business Permit Application – NEW Online Business Permit Application – RENEWAL Online Business Permit Application – AMENDMENT Online Business Permit Application – Special Permit Online Ticketing System Reporting Tool	
3.	Cloud hosting and Customized Open Scalable Storage (1 year)	
4.	System Documentation, Training Module and Training Fees for 150 LGU Personnel	
5.	Technical & Customer Service Support – 1 year	
	TOTAL AMOUNT	

VIII. BASIS OF PAYMENTS

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Preparation and Mobilization	Process Mapped and approved.	15%
Process Mapping	Technical Specifications signed off by client's authorized personnel.	
Technical Specifications Sign-Off		
Application Programming & Development to Minimum Viable Product	Minimum Viable Product signed off by QA and client's authorized personnel.	35%
User Acceptance Testing (UAT) of the Mobile App and the Web Portal Management	Beta Testing for at least one location, Signed off by QA and client's authorized personnel. Full documentation.	34%
Training and Hand Over	Signed off by client's authorized personnel.	15%
Performance Security Retainer	6 Months	1%
	TOTAL	100%

IX. CONDITIONS AND PENALTIES FOR BREACH OF CONTRACT

A. Delivery

The failure of The Service provider 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 Service provider must deliver all system components within 30 calendar days 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 Service provider:

Software Component shall have one (1) year warranty upon implementation. User manual and installer shall be provided for software components.

- User manual and installer (if necessary) shall be provided for software components.
- All hardware requirements are existing and to be provided by BPLD department.

Terms of Reference requested, reviewed and certified by:

(Sgd.) MA. MARGARITA SANTOS
City Government Department Head III
Business Permits and Licensing-Department

(Sgd.) PAUL RENE PADILLA
Officer-in-Charge
QC Information Technology Development Department