

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 OF QUEZON CITY (PHASE 2)

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, QC Biz Easy Online Unified Business Permit Application System was launched last October 2, 2020. This system enables business owners to apply, renew, amend, and secure regular and short-term Business Permits in the comfort of their own homes and/or offices.

As part of the continuous process of creating an effective and simplified platform for business owners in managing their local permits and licenses, the second phase of the program development aims to integrate ancillary systems relevant to the businesses, to further streamline the application processes, and to develop supplementary features that will add value to the online system.

II. PROJECT DESCRIPTION

This project aims to improve the existing QC Biz Easy Online Unified Business Permit Application by the integration of third-party systems relevant to business owners, adding new online modules, and refining pre-existing system processes and modules.

III. PROJECT SCOPE OF WORK

The service provider shall develop, test, and deploy the following features and changes in QC Biz Easy Online Unified Business Permit Application (<https://qceservices.quezoncity.gov.ph/bpld/>):

- A. Integration to Other QC Online Systems
 - i. Occupational Permit System
 - ii. Sanitary Permit System
 - iii. QC iBiz View (Automated Inspection Audit System)
 - iv. QC Appointment System
 - v. Central Business Portal (DICT)
 - vi. Provision of data uploaders for the licenses/certificates/clearances from the ancillary departments
 - vii. Provision of generic API for the validation of Business Permit QR Code
- B. New Online Modules
 - i. In-Person Application Module
 - ii. Negative List Management
 - iii. Barangay Access
 - a. Route new and renewal applications to Quezon City's One Hundred and Forty-Two (142) Barangays based on the business address
 - b. Provision for Barangays to evaluate the business permit application and input Barangay Business Clearance, validity, and other relevant details
 - c. Generate a Provisional Barangay Clearance
 - iv. Business Permits Verification Access by the General Public
 - v. System for automated forwarding of Government Agencies Permit Verification and generation of Certification requests by BPLD Approvers
- C. Feature and Change Requests on Pre-Existing Modules
 - i. Generate E-Copy of Mayor's Permit upon approval of the business permit application
 - ii. Releasing of Mayor's Permit
 - iii. Revised application form user-interface

- D. Provide remote system support as needed for the proper operation of QC-BPLD OUBPAS for one (1) year
- E. Provide end-user training to BPLD personnel, officers, and other end-users

IV. PROJECT STANDARDS AND REQUIREMENTS

- 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.
- B. 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.
- C. The bidding corporation must be in the same industry as per their SEC filing for at least five (5) years.
- D. The Service provider must deliver all system components within 30 calendar days upon contract award.
- E. The bidding corporation must be duly registered under the National Privacy Commission
- F. The Service provider must have their regular employee pool of software developers for the project.
- G. The service provider must have its own regular employee pool of personnel for system administration, deployment, proper quality assurance analyst and technical support staff for the project.

V. AREA OF COVERAGE

Multiple location sites of BPLD and Ancillary Departments within the Quezon City Hall Compound.

VI. PROJECT DURATION

The project duration will be for thirty (30) calendar days:

MILESTONES	CALENDAR DAYS
Project Preparation & Mobilization	3 calendar days upon receipt of Notice to Proceed
Process Mapping, Technical Specs Sign-Off	7 calendar days upon receipt of Notice to Proceed
Application Programming and Development to Minimum Viable Product	30 calendar days
User Acceptance Testing	3 calendar days
Training and Hand Over	2 calendar days
Project Support	1 year from Hand Over date

VII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Approved Budget for the Contract (ABC) amounts to TWENTY MILLION PESOS (PHP 20,000,000) with deliverables and listed complete details specified in Section III, Project Scope of Work, as stated in the following general components and itemized cost breakdown below:

- A. Integration to Other QC Online Systems
- B. New Online Modules
- C. Feature and Change Requests on Pre-Existing Modules
- D. Provide remote system support as needed for the proper operation of QC-BPLD OUBPAS for one (1) year free-of-charge.
- E. Provide end-user training to BPLD personnel, officers, and other end-users
- F. Cost breakdown:

Description	Amount
Due Diligence, System Design, and Data Model	PHP 2,000,000
Software Development Cost: - Integration to QC Online Systems - New Online Modules - Feature and Change Requests to Pre-Existing Modules	15,450,000
System Documentation, Training Module, and Training	800,000
Technical & Customer Service Support – 6 months	1,750,000
TOTAL AMOUNT	PHP 20,000,000.00

VIII. BASIS OF PAYMENTS

- A. Upon approval of the winning bidder’s submitted Project Implementation Plan, the procuring entity will release fifteen percent (15%) of the total winning bid.
- B. Upon submission and acceptance of the User-Acceptance Testing (UAT) of the new web modules and system changes to the procuring entity, the procuring entity will release thirty percent (30%) of the total winning bid amount to the contract winning bidder.
- C. Upon deployment of the new web modules and system changes to the production site of QC Biz Easy, the procuring entity will release fifty five percent (50%) of the total winning bid amount to the contract winning bidder.
- D. Five percent (5%) of the total winning bid amount will be released six (6) months after deployment of the new web modules and system changes to the production site of QC Biz Easy as a performance security.

IX. PRODUCT WARRANTY

The following are the terms of the product/system warranty guaranteed by the service provider:

- Software Component shall have six (6) months 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 the BPLD.

X. CONDITIONS AND PENALTIES FOR BREACH OF CONTRACT

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 Quezon City Local Government to seek other remedies as may be allowed by law.

The service provider must deliver all system components within thirty (30) days upon contract award. Failure to do so will be subject the service provider to penalties as prescribed by law.

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