SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF
AN AUTOMATED DOCUMENT DELIVERY SYSTEM FOR THE
BUSINESS PERMITS AND LICENSING DEPARTMENT OF QUEZON CITY

I.   PROJECT BACKGROUND

The Quezon City Government Business Permits and Licensing Department (BPLD) is mandated by City Ordinance No. SP-91, S-93, otherwise known as the Quezon City Revenue Code, to provide effective systems, procedures, and practices in the issuance and renewal of business permits. It regulates the nature and/or operations of various business activities within Quezon City.

More specifically, BLPD delivers the following services:

- Issuance of Mayor's Permits to businesses located in Quezon City;
- Provides an effective system of conducting inspections and verifications of all business establishments in Quezon City;
- Issues Occupational Permits to applicants who intend to secure employment or for those already employed in Quezon City;
- Monitors and enforces existing laws, ordinances, policies, rules and regulations in the operation of businesses and occupations in Quezon City;
- Takes necessary measures and systems to generate more revenues for Quezon City;
- Undertakes intensive campaign against illegal business operations in Quezon City;
- Provides data and facts to the business sector and the public in general; and
- Files cases with the Quezon City Prosecutor's Office and/or appropriate courts for violation of applicable laws and ordinances.

The issuance of business permits to business establishments is a core function of the BPLD. In line with the current "ease of doing business" initiatives of the Quezon City Local Government and its move towards online transactions, the BLPD endeavors to automate the delivery of certified documents to business owners/establishments upon issuance of the original permit, to facilitate transparency in the processing and delivery of documents and remove any potential third-party intervention in the process.

The Quezon City Local Government is issuing this Terms of Reference (TOR) to invite interested and qualified private sector entities with proven track record, financial capacity, operating capability, and relevant licenses to design, develop, and deliver a fully functional Automated Document Delivery System (QC-ADDS).

II. PROJECT DESCRIPTION

Every year, the BPLD processes thousands of business permit applications. Once the business permit is ready, each and every establishment is issued a digital copy of the permit but are still required to secure the original copy of the business permit printed on a special paper with security marking to prevent fraudulent permits and for authentication purposes. In some instances, this process is facilitated by third parties on behalf of applicants more often at an onerous fee. Worst, said permits are withheld by third parties to extort a sum of money from business owners.

In line with the current "ease of doing business" initiatives of the Quezon City Local Government and its move towards online contactless transactions, the BPLD now wants to automate the delivery of certified documents to business owners/establishments as soon as the permit is issued without the need to personally claim it from the QC Hall.

By automating the process of arranging the delivery of certified documents, this will enhance the transparency of the business permit issuance process and remove the need for any potential third-party intervention in the whole business permit application process.

The QC-ADDS will allow business permit applicants to have their business permit delivered and received from their nominated business addresses soon as the original permit is printed.

III. SCOPE OF WORK

As a minimum, the QC-ADDS shall have the following features and deliverables:

A. Administration Portal Interface
- Web Application
- System Management
- Delivery Verification via Email or Text
- Delivery Monitoring (Real Time)
- Assigning Roles and Rights
- Creation of Reports
- Audit Transactions

- Mobile Responsive Interface
- Scalable Cloud Hosting for a Period of 12 months

B. Mobile Driver Delivery Portal
- Mobile App Delivery Resource
- Account Creation (Unique Identifier) and Login Portal
- Document Delivery Verification, Monitoring, and Notification
- Two-Level Authentication

C. Client Portal
- Delivery Tracking & Monitoring
- Delivery Verification
- Mobile Responsive Interface
- Database Application
- Secure, robust and scalable cloud server
- Remote enabled
- Backup and recovery contingency

D. Hardware Deliverables
- Desktop Computers x5 units with the following minimum requirements:
    - All-in-One Desktop PC with wireless mouse and keyboard
    - 23.8-inch screen
    - Core i7-6700 (6th Gen) or equivalent
    - 2.60 GHz 2.59GHz installed memory; RAM 16.0GB
    - 64-bit Operating System, x 64-based processor
    - Windows 10 Home Single Language

IV. PROJECT STANDARDS AND REQUIREMENTS

The soliciting party is the BUSINESS PERMITS AND LICENSING DEPARTMENT (BPLD), acting on behalf of the Quezon City Government.

The parties invited to make and submit their proposals are qualified private sector entities, whether stock or non-stock, and non-profit corporations. For prequalification purposes, interested and fully qualified parties shall submit the following document together with the submission of their bid:

A. Certified True Copy of Certificate of Registration from DTI/CDA/Articles of Incorporation or Partnership and By-Laws, General Information Sheet, Company Profile, stating the owners, brief history and business of the company, and such other information deemed necessary or desirable to include, to enable proper evaluation of the company's capabilities;
B. Audited Financial Statement for the last (3) three years, which shall include at least the following: Income statement, Balance Sheet and Cash Flow Statement as submitted to the relevant government regulatory authorities (SEC/DTI/CDA, BIR);
C. Certified list of clients and description of relevant projects, including duration of engagement (on-going and completed);
D. Notarized Board Resolution appointing and authorizing a representative of the company to submit a bid and enter into a contract with the Quezon City Local Government based on this TOR; and
E. Bank Reference(s).

V. SUPPLIER'S PROFILE AND QUALIFICATIONS

Listed below are the minimum qualifications required from the Supplier:

A. 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;
B. Demonstrated experience by the Lead Supplier Team in application development and deployment and in data analytics with the use of advanced algorithms to generate reports evidenced by use cases and patent;
C. The Lead Supplier Team should have local and international professional applied experience and skills and qualifications as follows:
    i. Degree in a relevant field (Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, or Software Engineering);
    ii. At least a minimum of 10-years' experience related to data management/database development and archiving, including use of web-enabled platforms and common reporting analysis tools;
    iii. Proven professional experience in database technologies end-to-end, including web client development and deployment, database management, and development of web-based information systems;

iv. Has a Competent and dedicated staff that can be reached for feedback having at least 5-years of related work experience; and

v. Has excellent communication and writing skills.

VI. PROJECT DURATION

This project shall be implemented within **SIXTY (60) DAYS** 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 (Delivery System and Mobile Dev)	14 days upon receipt of Notice to Proceed
Cloud Hosting and Customized Open Scalable Storage	30 calendar days upon receipt of Notice to Proceed
Programming and Development to MVP, System Documentation, Training Module, Training, and Hand Over	60 calendar days upon receipt of Notice to Proceed
Beta Testing	15 calendar days after delivery of MVP
Training and Hand Over	7 calendar days before MVP
Technical and Project Support	60 calendar days after delivery of MVP

VII. APPROVED BUDGET

The approved budget for the project is **TWELVE MILLION FIVE HUNDRED THOUSAND PESOS (PHP 12,500,000.00)**, exclusive of installation of infrastructure and servers.

Description	Amount
Due Diligence, System Design, and Data Model	PHP 2,000,000
Software Development Cost	8,250,000
System Documentation, Training Module, and Training	500,000
Technical & Customer Service Support – 6 months	1,750,000
TOTAL AMOUNT	**PHP 12,500,000.00**

The project cost shall be fixed and there shall be no price adjustments applicable for the duration of the contract, except when the operations costs are increased by more than 10% as a result of any extraordinary circumstance as determined by the National Economic Development Authority (NEDA). Pursuant to the provisions of Republic Act No. 9184 and its revised Implementing Rules and Regulations on contract price escalations, all contract price escalation shall be approved by the Government Procurement Policy Board.

VIII. PROPOSED SCHEDULE

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
1. Project Preparation and Mobilization 2. Process Mapping 3. Framework for Web Application (Administration and Applicant) completed	1. Process Mapped and approved 2. Application Framework signed off by client's authorized personnel	15%
4. Application Programming and Development to Minimum Viable Product	1. Minimum Viable Product signed off by Supplier's QA and client's authorized personnel.	60%
5. Beta Testing – Technical Go Live	1. Technical Go Live. Onboarding of Users and Delivery Drivers 2. Technical Go Live signed off by Supplier's QA. Onboarding of Users and Delivery Drivers signed off by client's authorized representative	10%
6. Go Live	1. Go Live Certificate. Full documentation manual	5%

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
	2. Signed off by Supplier's QA and client's authorized personnel	
7. System Training and Hand Over	1. Signed off by client's authorized personnel	5%
8. Project Support	1. 60 Calendar Days after Go Live Certification	5%

IX. TEST PARAMETERS

The delivered hardware and software of the QC-ADDS shall be tested and evaluated using accepted guidelines.

X. WARRANTY AND GUARANTEE REQUIREMENTS

The Supplier shall guarantee full functionality support program for a period of one (1) year, free of charge. All supplied ICT equipment must have a one (1) year service warranty.

XI. PENALTIES FOR BREACH OF CONTRACT

Failure to deliver the services according to the standards and requirements set by the Quezon City Local Government through the BLPD shall constitute an offence and shall result in the forfeiture of the bond posted by the supplier, and without prejudice to other penalties and/or liquidated damages pursuant to RA 9184 and its revised IRR, and other pertinent laws.

XII. CANCELLATION OR TERMINATION OF CONTRACT

The guidelines contained in RA 9184 and its revised IRR shall be followed in the termination of any service contract. In the event the Quezon City Local Government terminate the Contract due to default, insolvency, or for other cause(s), it may enter into a negotiated procurement pursuant to Section 53 (d) of RA 9184 and its revised IRR.

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