Republic of the Philippines
Quezon City
OFFICE OF THE CITY ATTORNEY

7/F Main Building
City Hall Compound
1100 Quezon City
8988-4242 loc. 8718
citylegal@quezoncity.gov.ph

DOCUMENT MANAGEMENT SYSTEM

TERMS OF REFERENCE

I. BACKGROUND AND RATIONALE

The City Legal Department ("Department") provides legal assistance and support to the *City Mayor* and to all City Departments, and in accordance with such mandate, receives and issues voluminous documents, including but not limited to, pleadings, resolutions, opinions, advisories, memoranda, and other legal and administrative processes. It is therefore necessary that the Department be equipped with the necessary systems and tools with which it can efficiently manage, track, monitor, store, archive, dispose, or otherwise process such documents.

The *Document Management System* ("Project") shall be a computerized information and workflow management system that directly addresses this need. It shall provide the Department with a paperless environment with improved productivity, anchored on secured documents and monitored processes, which shall reduce costs and raise productivity.

II. OBJECTIVES

The Project shall provide the Department with:

a. Improved document reception, storage, retrieval, and issuance;

b. Efficient management and monitoring of tasks;

c. Streamlined administration of information and workflow;

d. Effective document preservation and resource allocation; and

e. A paperless environment in accordance with City standards.

III. SCOPE OF WORK

The Project shall consist of the provision of a management software system, including necessary equipment and peripherals, technical support, and training and documentation, in particular:

A. *Work Plan.* The provider shall develop and submit a work plan covering the duration of the contract. At a minimum, the Work Plan shall include details on:

1. The specification and features of the management software system;

2. Workflow and diagrams;

3. Wireframings;

4. Documentations;

5. User Acceptance Test Design;

6. End User Training; and

7. Timelines.

B. *Management Software System.* The provider shall develop a management software system specifically tailored for the needs of the Department. The following shall be the minimum specifications and features of the Management Software System:

1. **OCR (or Optical Character Recognition) scanning and uploading.** The software must be capable of recognizing texts within a digital image and transmit this as a file from one computer system to another.

2. **Confidentiality Levels.** The software must be capable of classifying information according to the level of data protection that will be assigned by the Department.

3. **User Access Control.** The software must be capable of regulating, as a security measure, who can access, view, share, transfer, and/or modify the documents of the Department.

4. **Document Codification.** The software must be capable of arranging the documents in a systematic code and indexing.

5. **Tasks and Deadlines Monitor.** The software must include a module that can monitor tasks assigned and deadlines set.

6. **Scheduler.** The software must include a calendar where the hearings and/or conferences of the officials and employees of the Department may be scheduled.

7. **Migration Capability.** The software can receive bulk uploads of existing documents.

8. **Push notification.** The software must be capable of sending automated messages to users even when the application is not open.

9. **Audit Logs.** The software must be capable of documenting the resources that were accessed. Destination, source addresses, timestamp, and user login information should be recorded.

10. **Document Tracker.** The software must be capable of recording the location of the hard copy of a document.

11. **Document versioning/Version Control.** The software must be capable of recording and tracking the drafts and versions of a document from its inception to its final version. An audit trail for the revision and update of the final version should also be provided.

12. **Search Capability.** The software must be capable of finding, investigating, and examining information based on the keywords applied by the user.

13. **Intranet.** The system must be capable of providing a private network within the Department premises, within which its personnel can securely access the software and its resources.

14. **Main Technology**

   a. Intranet – Network made specifically for the Department

   b. Mobile App

   - Android

   - Downloadable via Google Play Store or Installable via APK Installer

   c. Web Browser App

   d. Hybrid Server for cloud and local storage

   d.1 Hosting Platform

   - Type: Professional Dyno
   - Level: Dedicated Performance-L (Top Tier)
   - RAM: 14GB
   - Horizontal scalability
   - Warning alerts thru email notification
   - Zero-downtime deployment
   - Upgradable
   - One (1) year free subscription

   d.2. Database

   - Storage: 380GB Local NVMe SSD
   - RAM: 15GB
   - CPU: 2 vCPU
   - Autoscaling
   - Upgradable

   d.3. File Storage

   - 2000 GB
   - Can send up to 2 GB per transfer
   - Upgradeable

   e. System Security

   e.1. Token based Authentication (JWT)

   - Industry standard RFC 7519

   e.2. Data Servers

   - ISO 27001

- SOC 1 and SOC 2/SSAE 16/ISAE 3402 (Previously SAS 70 Type II)
- PCI Level 1 (Credit card processing encryption grade security)
- Federal Information Security Management Act or FISMA Moderate
- Sarbanes-Oxley (SOX)
- Firewalls
- DDoS Mitigation using TCP Syn Cookies and Connection Rate Limiting
- Port Scanning Monitoring
- Disaster Recovery
- Scheduled Backup
- Data Transport Encryption

e.3. Two-Factored Authentication

- Encrypted Password
- One-Time Password (OTP)

e.4. SSL

- Automated Certificate Management

15.   **Hardware Specifications**

   a. *Local Server Specifications*

   - **Processor:** Dual 10 Core 2.2G, 10C/20T 14M Cache, Turbo, HT (85W) DDR4 2400
   - **Accelerators:** GPU 8GB GDDR5 5.3TFLOPS
   - **Memory:** 64GB RDIMM, 2666MT/s, Single Rank (16 DIMM Slots)
   - **Storage:** 1TB 7.2K RPM SATA 6Gbps 512n 2.5in Hot-plug Hard Drive, 3.5in HYB CARR x 16
   - **Storage Controllers:**
     - Internal Controllers (PERC H330, H730P, H740P, HBA330)
     - External Controllers RAID (H840, 12Gbps SAS HBA)
     - Software RAID (S140)
     - Internal Boot (Boot Optimized Storage Subsystem (BOSS); HW RAID 2 x M.2 SSDs) 240GB or 480GB
     - Internal Dual SD Module
   - **Power Supplies:**
     - 1100W Platinum
     - Up to 2 hot plugs fans with full redundancy
   - **Ports:**
     - Network Options
       - 2 x 1GbE LOM
       - (optional) LOM Riser 2 x 1GbE, or
       - 2 x 10GbE SFP, or

  - o   2 x 10GbE BaseT
- Front Ports
  - o   1 x Dedicated direct USB
  - o   1 x USB 2.0
  - o   1 x USB 3.0 (optional)
  - o   1 x Video
- Rear Ports
  - o   1 x Dedicated network port
  - o   1 x Serial
- 2 x USB 3.0
- 1 x Video

- **Slots:** PCIe
  - 2 x Gen3 slots (x 4)
  - 2 x Gen3 slots (x 8)
  - 1 x Gen3 slot (x16)
- **Form Factor:** 5U Tower Server

b. Access Points Specifications

- **Networking Standards:**
- Draft IEEE 802.11ac
- IEEE 802.11n
- IEEE 802.11g
- IEEE 802.11b
- IEEE 802.11a
- 802.3/802.3u

- **Interface:**
- Draft IEEE 802.11ac wireless LAN
- IEEE 802.11n/g/b/a wireless LAN
- 10/100/1000BASE-TX wired LAN

- **Operating Modes:**
- Access Point (AP)
- Bridge
- Bridge with AP
- Wireless Client
- Repeater

- **Operating Frequency:**
- 5 GHz Band
- 5.15 GHz to 5.35 GHz
- 5.47 GHz to 5.85 GHz
- 2.4 GHz Band
- 2.4 – 2.4835 GHz

- **Antenna:**   2 x 5dbi external antennas

- **LEDs:**

- Power
- 2.4 GHz wireless
- 5 GHz wireless
- LAN

- **Security:**
- 64/128-bitWEP
- WPA-PSK/WPA2-PSK
- Wi-Fi Protected Setup (WPS)
- MAC address ltering
- Security slot
- SSID broadcast disable

c. *Main Router Specifications*

- **Hardware**
- **Standards and Protocols** - IEEE 802.3i, IEEE 802.3u, IEEE 802.3ab , IEEE 802.3x
- **Interface** - 16 10/100/1000Mbps RJ45 Ports (Auto Negotiation/Auto MDI/MDIX)
- **Network Media**

  o 10BASE-T: UTP category 3, 4, 5 cable (maximum 100m)
  o 100BASE-TX/1000BASE-T: UTP category 5, 5e or above cable (maximum 100m)

- **Fan Quantity** – Fanless
- **Physical Security Lock** – None
- **Power Supply** - 100-240VAC, 50/60Hz
- **Power Consumption** - Maximum: 9.26W (220V/50Hz)
- **Max Power Consumption** - 9.95W(220V/50Hz)
- **Max Heat Dissipation** - 33.93BTU/h

- **Performance**

- **Switching Capacity** - 32Gbps
- **Packet Forwarding Rate** - 23.8Mpps
- **MAC Address Table** - 8K
- **Jumbo Frame** - 10KB
- **Green Technology** – Yes
- **Transfer Method** - Store-and-Forward

- **Others**

- **Certification** - FCC, CE, RoHs
- **Package Contents**
  o 16-Port Gigabit Desktop/Rackmount Switch
  o Power Cord
  o Installation Guide

- o Rackmount Kits
- o Rubber Feet
- **Environment**
  - o Operating Temperature: 0°C~40°C (32°F~104°F);
  - o Storage Temperature: -40°C~70°C (-40°F~158°F);
  - o Operating Humidity: 10%~90% non-condensing;
  - o Storage Humidity: 5%~90% non-condensing

C. *Technical Support.*

1. Manned telephone support (10:00 A.M. to 5:00 P.M., Monday to Friday);

2. Monitored email support (10:00 A.M. to 5:00 P.M., Monday to Friday);

3. Technical support for troubleshooting and server maintenance;

4. Remote assistance using Remote Desktop;

5. Planned or Emergency Onsite assistance;

6. Monthly system health check;

7. Periodic software updates and bug fixes;

8. Application upgrades (modification, update, revision, addition and customization of reports and system features and functionalities);

9. Server maintenance (1 year);

10. Data Security; and,

11. Management software system warranty of one (1) year after the acceptance of the software system.

12. All support covered herein to be provided at no extra cost.

D. *Documentation and Training.* The provider shall provide documentation and training for the staff of the Department in the use and operation of the management software system and its accessories and peripherals.

IV. DELIVERABLES, TIMELINES, AND DURATION

The Project and services shall be completed within Ninety-Eight (98) calendar days from receipt by the provider of the Notice to Proceed. The provider shall adhere to the following milestone timetable:

Milestone	Deliverables	Timeline	Progress Bill Percentage
Issuance of the NTP	Mobilization	7 calendar days	15%
Presentation and	System Wireframes	28 calendar days	15%

Approval of Wireframes			
System and Workflow Presentation Demo	System Manual and Documentations	77 calendar days	40%
User Acceptance Testing	Certificate of UAT	91 calendar days	20%
Training and Full Deployment	Training Certificate & Project Acceptance	98 calendar days	10%

V. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract ("ABC") is **FIFTEEN MILLION PESOS (P15,000,000.00)** only, inclusive of all taxes. Any and all taxes, charges, imposts, and other legal exactions due or that may become due under this Project shall be for the account of the provider. The City shall withhold all applicable withholding taxes, if any, from its payments to the provider in accordance with the requirements of the law.

The Project Cost shall be fixed and there shall be no price adjustments applicable for the duration of the Project, except when the operation costs are increased by more than ten percent (10%) as a result of extraordinary circumstances as determined by the National Economic Development Authority. Pursuant to the provisions of Republic Act No. 9184 or the *Government Procurement Reform Act* and its Implementing Rules and Regulations, all contract price escalations shall be approved by the Government Procurement Policy Board.

VI. PAYMENT SCHEME

Payments for the Project shall be on a per milestone accomplishment basis as shown in Part IV above, subject to the evaluation of the Department and approved by the City.

VII. PROJECT STANDARDS AND REQUIREMENTS

1. Must be eligible and a duly registered business recognized by the Republic of the Philippines, and engaged in the business of handling and managing data, data security, and software package development; and

2. Has at least twenty (20) local government unit and/or private company projects in the past three (3) years.

3. Provide Protection for any information and data that the Document Management System has access to as related to QCLGU and its constituents. Strict observance of the relevant provisions of Republic Act No. 10173, or the *Data Privacy Act*, and other pertinent law, rules, and regulations relating to data privacy, during the course of implementation of the Project. Ownership of the data belongs to the QCLGU and shall remain with the CITY even after the end of the project
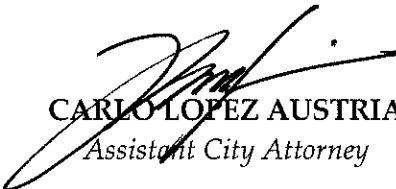
VIII. PENALTIES FOR BREACH OF CONTRACT

Failure to deliver the items in accordance to the standards and requirements set by the City shall constitute an offense and shall be subject the contractor to the penalties

and/or liquidated damages pursuant to R.A. 9184 and its revises Implementing Rules and Regulation (IRR).

IX. CANCELLATION OR TERMINATION OF CONTRACT

The guidelines contained in R.A. 9184 and its Revised Implementing Rules and Regulations (IRR) shall be followed in the termination of any service contract. In the event the City terminates the Contract due to default, insolvency, or for cause, it may enter into negotiated procurement pursuant to Section 53 (d) of R.A. 9184 and its IRR.

Prepared by:

CARLO LOPEZ AUSTRIA
Assistant City Attorney

Approved by:

ORLANDO RAOLO F. CASIMIRO
City Attorney