The Local Government of Quezon City
Civil Registry Department

SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF CITY CIVIL REGISTRY DEPARTMENT ONLINE WEB APPLICATION (CCRD-OWA)

Terms of Reference

TERMS OF REFERENCE (TOR)
for the procurement of

SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF CIVIL REGISTRY ONLINE WEB APPLICATION (CCRD-OWA)

1.   RATIONALE AND BRIEF BACKGROUND

In the pursuit of providing technological solutions for providing efficient public service and to support the "new normal" conditions created by the COVID-19 Pandemic, the Local **Government of Quezon City aims to procure the Civil Registry Online Web Application Project (CCRD-OWA).** The CCRD-OWA System is a web-based electronic application of civil registry department services that allow citizens and city staff to initiate and complete the process of providing CCRD online services with these includes:

- Birth Registration Online
- RA 9048 and RA 10172 – Corrections Online
- Appointment Ticketing systems
- Request for certifications and true copy of civil registry documents who are legally authorized.
- Downloadable Forms
- Checklist generation and document uploading facility
- Real Time transaction tracking and email notification system
- Online generation of Billing and Order of Payment thru existing QC facility
- Courier Services for Confidential and Secure Documents

The CCRD-OWA an innovative system that **will be the first in the country** that allows for several cost and time-saving efficiencies including submission of applications electronically from the convenience of your home, 24 hours 7 days a week and a real-time acceptance and prompt processing of applications during the next working day.

The CCRD-OWA is a set of IT systems that will be accessed through a dynamic web system found at the internet web address assigned by the QC IT office. The Online Web application system is a **"Mass friendly"** mobile-enabled system that allows citizens to apply for their documentary needs, application requirements and inquiries online. The Civil Registry Department shall have access to these request and process them for service completion.

The project also is composed of On-Premise LAN systems that will support all operational requirements of the CCRD. This includes **workflow, Transaction and Document management systems.** This will manage all online and over the counter transactions of CCRD. The system has a ticketing system for appointment systems.

The system has an **auto-archiving system** that is interconnected to the Civil Registry Information System Program Refresh System (CRIS-PR) that will store these archived digital copies. Digitization and Archiving will be performed only for previous years.

Below is the list of IT system that will provide a mechanized seamless workflow that will provide frontline services for applicants for application and registration purposes. This will

also provide backend operational support for the employees and officers of CCRD for processing, settlements and reporting.
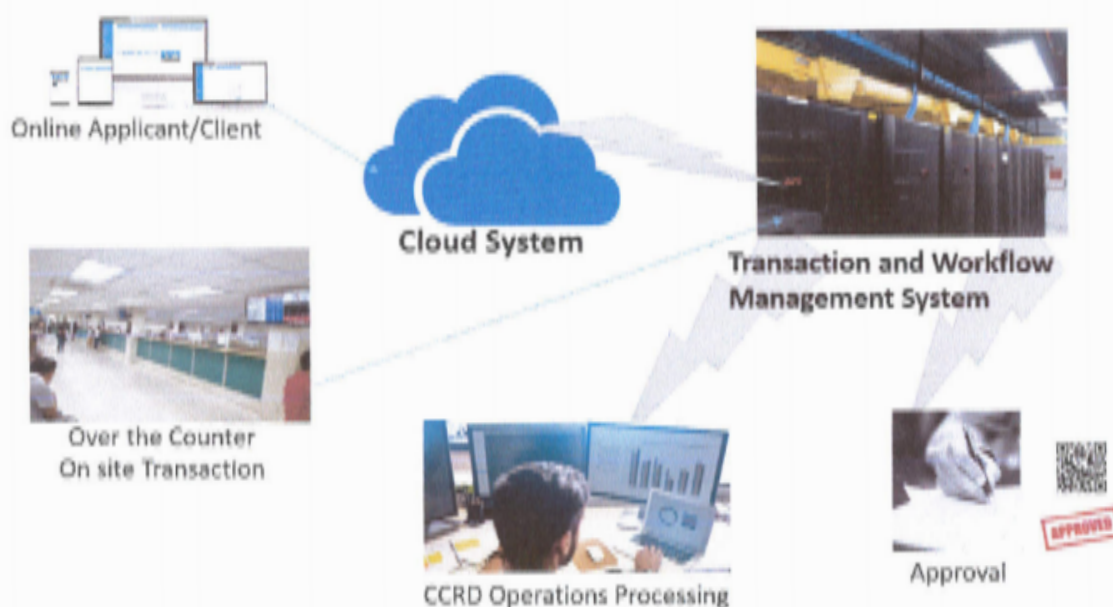
Core Application Systems:

1. Online Web Application System

   a) Registration System
   b) Online Forms Application System
   c) Checklist Generation
   d) Document Uploading
   e) Appointment Ticketing System
   f) Email Notification System
   g) Transaction tracking System
   h) Billing and Link to QC Order of Payment/ Payment Facility

2. On Premise-LAN system

   a) Workflow and Transaction Management System
   b) Batch programs/operations from cloud to on-premise data replication.
   c) Dashboard based Production Monitoring and Reporting

This system ensures privacy, integrity and security in the proper handling of digital documents (chain of custody). A transaction application number (TAN) is issued to the applicant at the time of application, this will be used for all inquiries and status tracking including fulfilment of payment requirements.

CCRD – OWA
Envisioned Computing Scenario

Online Applicant/Client

Cloud System

Transaction and Workflow Management System

Over the Counter
On site Transaction

CCRD Operations Processing

Approval

2. PROJECT DESCRIPTION

The vision of every public servant is to make its citizen enjoy the safety, efficiency and effectiveness of government services. With the pandemic and the increase in transactions with the offices of the QC CCRD, the CCRD-OWA hopes to limit face to face transactions and/or over the counter transactions to provide safety from any transmission of the COVID-19 Virus. The CCRD-OWA is an innovative project that will enable all legally allowed CCRD transactions thru an online system. This includes request of Certified True Copy (CTC), Birth registration online and corrections that is prescribed by RA 9048 and RA 10172.

This system also helps government services comply with RA 9485 otherwise known as the "Anti-Red Tape Act of 2007" to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape and face-to-face transaction that will help to prevent graft and corruption.

With the completion of the CCRD-OWA, the Office of the Civil Registry of the Local Government of Quezon City will enjoy the benefits of a cloud computing-based system packaged through a web site and mobile app for both Android and IOS. The project also has on-premise local systems to support CCRD operations with a replicated database of the cloud system.

The online web system will adapt and comply with the QC eService system framework. These include required interconnectivity, design interface and security requirements that will be implemented in the system.

The general design of the workflow system is described below for the online applicant/client and processor. This will be the basis for the formation of the systems that will support these procedures.

Procedures as **Online Applicant/Client**

Step 1	Go to online portal of CCRD https://ccrd.quezoncity.gov.ph
Step 2	Go to Registration page (Contact and delivery information) • Fill up Registration From • Submit two (2) Government ID (scanned or picture) • Accept Terms and Conditions
Step 3	Fill up Application Form Choose type of request" • Birth Certificate • Death Certificate • Marriage Certificate • Certificate of No Record Generate Checklist for reference Submit required documents through uploading system. Follow clarity, submission procedures and authentication document requirement.

Step 4	Approval of Civil Registry Document based on • Document owner or spouse, parent, direct descendants, guardian or institution legally-in-charge of him/her, if minor • The court or proper public official whenever absolutely necessary in administrative, judicial or other proceedings to determine the identity of a person • Duly authorized representative • In case of the person's death, the nearest of kin
Step 5	Generate Billing and Order of Payment details • Payment details • Payment options
Step 6	Choose Claiming Option • Personal Claiming • Courier Services • Authorization document options

Procedures as a **Processor** (CCRD Team)

Step 1	Log in to Transaction Management System Portal
Step 2	Notifications and listing of applications submitted.
Step 3	Search requested certificates in Civil Registry Information System (CRIS-PR) For filing, verify checklist for completeness and validate content
Step 4	Prepare and Print certificates and acknowledgements
Step 5	Process for Over the counter (courier services optional) personal claiming.

To support these application systems are the technology that is matching and fitting that include servers, workstations, laptops, scanners, printers and network equipment. Systems software will be installed to operationalize these technologies. The Information Systems will include ownership licenses plus licenses of system proprietary software. The turnover of the system will include user and technical training, and a year of maintenance on the infrastructure and application systems on defined functionalities.

3. PROJECT SCOPE OF WORK

There are 5 stages of the CCRD-OWA project to ensure manageability as separate teams and team leaders will be assigned for simultaneous development and deliveries of milestones of the project.

1. Delivery of IT Infrastructure
2. Cloud Computing Manage services (Public Cloud one year subscription)
3. Systems Development
   a) Online Application System/Cloud Computing Systems
   b) On Premise-LAN systems
4. Technical support
5. Training and Handover

The project entails a series of activities that is aligned with the deliveries of the project.

Delivery of IT Infrastructure

The contractor shall deliver the server for the installation of all systems and its databases. This server will handle all on-premise processes that will support in handling all transactions for service completion.

Cloud Computing Managed services

To ensure high availability and capacity a cloud system will be configured to house the online website CCRD-OWA. The cloud subscription covers 1 year complete with security services. Part of the cloud package is the security system that includes a backup and recovery system.

Systems Development/Configuration

There are three (3) forms of development in this project. The first are the Online Cloud-based Application Systems. The system is also a document management system that is capable to accept scanned or picture copies of submitted government IDs.

The second set of systems are the operational support systems of On Premise-LAN systems that includes workflow, Transaction Management Systems and Document Management System. These systems monitors applications and its processing to ensure 100% service completion. These LAN based system will be the core governance of CCRD as it will process online and over the counter applications and filings. Third set are the batch programs for auto-archiving and, backup and recovery systems.

Technical Support

A technical support group will be set up for Email and calls handling. This will serve as a guide for applicants and processors. This project is an innovative project that need constant support technical and functional.

Training and Handover

The Conduct of Training shall be a combination of a Classroom training and Online Learning using Virtual Classrooms for both Users and Birthing Facility Authorized representative user. There will be two (2) sets of Classroom training and four (4) sets of Online Learning. All birthing facilities shall be invited for these training but shall be limited based on the number of allowable persons. The Online Learning shall accommodate unlimited number of participants as long as the limits of the Virtual Classroom may accommodate them.

There will be available videos and learning materials that will be available for download for the use of Birthing Facilities representatives and Individual citizens to ensure proper use of the system.

There will be a set of training for CCRD users for Transaction Management System (TMS) and technical training on the online system that covers system maintenance, administration and service delivery management.

4.   AREA OF COVERAGE

The five (5) stages of the CCRD-OWA project that is essential to the success of the project shall be instituted in the Civil Registry Department of the Local Government of Quezon City. The CCRD-OWA Project has default workflows that shall be customized to the compliance activities and business operations of the QC Civil Registry department. These default workflows are set up for a one-stop-shop seamless routing system from the online web application systems (Cloud-based) to the workflow and Transaction management System (On-Premise - LAN system) that involves the delivery of the service. These are the standard set designed for the system. However, other services can be included in the system which will be included in the customization services of this project. The technical and functional features will all be established within the compounds of the CCRD and may be accessed through the QC website and mobile apps.

5.   PROJECT OBJECTIVES

The general project objectives are "to deliver a City Civil Registry Department online web-based application system (CCRD-OWA) capable for accepting application and filing requirements for management of civil registry records (birth, marriage and death certificates) and provide a set of system to support the operations of this CCRD-OWA system". This is an automated system that is an end to end solution for the processes of the Civil Registry Department. The following are the specific objectives:

*   To develop and implement an Online Web based Application System capable to receive application and support the processing standards of the Civil Registry Department of QC.
*   To develop and implement LAN Based on premise system for over the counter and CCRD processing that includes Workflow, Transaction and Document management system based on the existing forms, processes and standards of the Civil Registry Department.
*   To develop a transaction management system that will monitor the status of each application and its processing status
*   To deliver, install and configure a technology infrastructure that includes IT infrastructure, IT Software and managed services to provide the capacity and availability requirements of the project.
*   To complete the project with proper turnover and competence development for the users and administrators of the system within one year upon the approval of the notice to proceed

6.   PROJECT STANDARDS AND REQUIREMENTS

The requirements are expressed in indicative and functional terms to guide the Service Provider in the provision of services that will ensure the overall health of the system to include its performance, interoperability, integration, and information exchange.

1. BIDDERS REQUIRED STANDARDS/QUALIFICATIONS

a. The service provider must be in the same industry as per their SEC filing for at least five (5) years.
b. The service provider should have been in operation for at least five (5) years.
c. The service provider must have implemented a similar public registration and web application project within the last three (3) years.
d. The service provider should have implemented a public or private project with a single completed contract amounting to at least fifty percent (50%) of the ABC. The bidder/service provider shall submit, as part of its bid, a copy of its company profile and organizational structure.
e. The bidder/service provider must submit resume of at least two (2) personnel who will act as Project Team and IT Technical support team for this project. It shall show systems development trainings and experience.
f. The winning bidder must be of good standing and has satisfactory performance with respect to its latest completed project with the Local Government of Quezon City.

2. SYSTEM SPECIFICATIONS

2.1 CIVIL REGISTRY ONLINE WEB APPLICATION (CCRD-OWA) Core and Support Systems

2.1.1 Core Application Systems:
    2.1.1.1 Online Web Application System
        2.1.1.1.1 Registration System
        2.1.1.1.2 Online Forms Application System
        2.1.1.1.3 Checklist Generation
        2.1.1.1.4 Document Uploading
        2.1.1.1.5 Appointment Ticketing System
        2.1.1.1.6 Email Notification System
        2.1.1.1.7 Transaction tracking System
        2.1.1.1.8 Billing and Link to QC Order of Payment/ Payment Facility

    2.1.1.2 On Premise-LAN system
        2.1.1.2.1 Workflow and Transaction Management System
        2.1.1.2.2 Batch programs/operations from cloud to on-premise data replication.
        2.1.1.2.3 Dashboard based Production Monitoring and Reporting

General Specifications of these systems:

1. Perpetual License with unlimited users of City Civil Registry Department
2. Reporting and Printing Module - this provides the needed reports by the office
3. User administration and registration of the system such as user authentication, system diagnostics and system policies.
4. Performance statistics window presents strategic decision-making information. This includes number of records and status and others.
5. Compliance Data Privacy Law, all scanned documents are exclusively property of City Civil Registry Department only and shall be processed with utmost protection

3. HARDWARE SPECIFICATION

All Hardware deliveries are complimentary freebies to ensure sustainable operations of the systems.

3.1 Servers (2 Units)
- Intel Xeon 10C/20T Max Mem 2133MHz or its equivalent benchmark
- 64GB RDIMM, 2400MT/s, Dual Rank, x8 Data Width
- 1GB Network Daughter Card or its equivalent
- Integrated RAID Controller, 2GB Cache
- 300GB 15K RPM SAS 12Gbps 2.5in Hot-plug Hard Drive
- 2TB x6. 10K RPM SAS 2.5in Hot-plug Hard Drive
- DVD+/-RW, SATA, Internal
- Single, x2 Hot-plug Power Supply (1+0), 750W

3.1.2 Uninterruptible Power Supply (UPS) Rack Mounted 6KVA (1 unit)

3.2 Workstation (20 Units)
- Branded and Brand new
- 21 inches monitor
- Intel i5 processor 10th Generation or its latest equivalent benchmark
- 8 GB Memory
- 4GB Video Card
- 1TB Hard disk
- Latest Windows 10 Pro
- Office Productivity Tools
- AVR
- Standard Anti-virus License
- Mouse and keyboard (same brand)

3.3 Regular size scanner with feeder (10 Units)
- Scanning Face: Duplex scanning
- Scanning Method: Color CIS (600 dpi) / Black or White Background / Sensor : CMOS
- Scanning Resolution: 100 – 600 dpi (1 dpi step)
- 1,200 dpi (Interpolated)
- Optical: 300 dpi / 600 dpi (Automatic switch)

3.4 Portable Hard Disk 4TB (10 Units HDD)

3.5 Laptops (2 Units)
- Branded and Brand new
- 15 inches' monitor
- Intel i5 processor 10th Generation or its latest equivalent benchmark
- Latest Windows 10 Pro
- 4 GB Memory
- 1TB Hard disk
- Standard Anti-virus License
- hdmi / lan port, 3 USB ports
- Microphone , Headphones

- Bag, Battery, Charger, and Box

3.6 Network Attach Storage 4 bay (1 Unit)
- 10 TB useable Storage

3.7 Local Area Network HW Specifications
- 24 ports Unmanaged Switch (3 units)
- Firewall

4. SOFTWARE SPECIFICATION

4.1 Database Management System
- Server Installation Package
- Enterprise License

4.2 Cyber security and Information Security systems
1. Anti-Virus and Anti Malware
2. Firewall

5. MANAGED SERVICES

All Managed Services shall cover a period of one (1) year.

5.1 Project Management
1. Project Kick off
2. Qualified Project Manager and Project Management Team
3. Full Documentation on Project implementation
4. User Acceptance Testing (UAT) and Operation Acceptance Testing (OAT) facilitation
5. Deployment Process from DEV, STAGING and PROD

5.2 Local Area Network Connectivity
1. Structured Cabling for over the counter windows (Floor plan shall be submitted and approved during Project Management and Implementation)
2. Interconnectivity with cloud infrastructure

5.3 Cloud Computing Infrastructure
1. Platform as a Service that includes server and storages.

5.4 Training and Manuals
1. Knowledge transfer training on application fixes, enhancements, technical configuration, system administration and database support
2. Classroom Training
3. User Manuals and Technical Manuals (Installation and Playbook)

5.5 Back-up and recovery support
1. Database Replication
2. On-premise and cloud full back up
3. Daily and Weekly incremental backup

5.6 Warranty, Maintenance and Support

1. One (1) hour response time for critical issues for resolution within twenty-four (24) hours.
2. 1-year coverage after full acceptance of the project including:
   - Technical Support Assistance
   - Troubleshooting Support
   - Software and Hardware Maintenance

6. PROJECT MANAGEMENT PLAN

1. Project Management
- Project Plan – the overall project planning includes project timelines and deliverables, systems design, development and deployment, training and handover, and documentation.
- Delivery of Hardware components
- Systems Development
- Customization of Systems:
- Project Documentation
- Functional, Technical and User Trainings
- Warranty and Support Services
- Backup and Restore Procedure
- User Acceptance Testing

2. PROFESSIONAL SERVICES

The contractor/Service Provider/Bidder shall have the critical technical knowledge that includes knowledge of database systems; ability to manage database system integration, implementation, and testing; ability to manage relational databases and create complex reports; knowledge and ability to implement data and information policies, security requirements; and knowledge of client tools used by business users. The project should provide the following **Professional Services**:

- **Project Manager** - The Project Manager should have at least project management experience in digitization lifecycle.
- **System Analyst (2)** – System Analysts will identify and develop functionalities and modules of the system by using design techniques and implement them into the production environment.
- **Programmers (4)** – Programmers will develop and customize the Civil Registry Information System Program Technology Refresh (CCRD-OWA). They should have background on web-based application.
- **Systems Administrator (2)** – System Administrators are for the installation and configuration of systems that includes operating systems, security systems, and backup systems. These administrators will provide support systems to assure continuous operation of the systems including all servers, storages, and software systems.
- **Service Desk and Technical Support (5)** – Provides service desk and technical support to assist online applicants/clients and CCRD processors.

7.   PROJECT DURATION

Item No.	Description	Delivered (Days)
1	Delivery and Configuration of IT Hardware and public Cloud System	Within 90 days upon issuance of the NTP
2	Delivery of the Online Web Application System • Registration System • Online Forms Application System • Checklist Generation • Document Uploading • Appointment Ticketing System • Email Notification System • Transaction tracking System • Billing and Link to QC Order of Payment/ Payment Facility	
3	Knowledge Transfer/ Training	
4	Documentation	
5	Operationalization of On Premise LAN System • Workflow and Transaction Management System • Batch programs/ operations from cloud to on-premise data replication. • Dashboard based Production Monitoring and Reporting	
6	Delivery of Managed Services	

This project will commence within ninety (90) days upon issuance of Notice to Proceed (NTP).

8.   APPROVED BUDGET FOR CONTRACT

The Local Government of Quezon City, intends to apply the sum of **Thirty Million Pesos (PhP 30,000,000.00)** being the Approved Budget for the Contract (ABC) for the payments

for the completion of the **Civil Registry Online Web Application Project (CCRD-OWA)**.Bids and Proposals received in excess of the ABC shall be automatically rejected at opening of the financial proposals.

9. BASIS FOR PAYMENT

The terms of payment shall be based on the following completed man-days:

    a. Upon submission of the delivery of Project Management Plan, the procuring entity will release fifteen percent (15%) of the total winning bid amount to the service provider.

    b. Upon deployment of the system online, the procuring entity will release eighty four percent (84%) of the total winning bid amount to the service provider, including the following:
- Delivery and Configuration of IT Hardware and public Cloud System
- Delivery of the Online Web Application System
- Knowledge Transfer/ Training

    c. One percent (1%) of the total winning bid amount will be released one (1) year after the final acceptance of the system as performance security, including the following:
- Operationalization of On Premise LAN System
- Project Documentation

10. PENALTIES FOR BREACH OF CONTRACT

Failure to deliver the services according to standards and requirements set by the City shall constitute an offence and shall subject the Contractor to penalties and/or liquidated damages pursuant to RA 9184 and its revised Implementing Rules and Regulations.

11. CANCELLATION OR TERMINATION OF CONTRACT

Should there be any dispute, controversy or difference between the parties arising out of this TOR, the parties herein shall exert efforts to amicably settle such dispute or difference. However, if any dispute, controversy or difference cannot be resolved by them amicably to the mutual satisfaction of parties, then the matter may be submitted for arbitration in accordance with existing laws, without prejudice for the aggrieved party to seek redress before a court of competent jurisdiction.

The guidelines contained in RA 9184 and its revised IRR shall be followed in the termination of any service contract. In the event the City terminated the contract due to default insolvency, or for cause, it may enter into negotiated procurement pursuant to section 53(d) of RA 9184 and it's IRR.

12. PROOF OF CONCEPT

The winning bidder, as part of the proof of concept stage should have provided a prototype of the online application system that will be used in this project. The Prototype should present a system that has the functionalities and expected

performance that is acceptable to the City Civil Registry Department. The POC should be completed as part of the Post Qualification Process.

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