

TERMS OF REFERENCE

SUPPLY, TESTING AND COMMISSIONING OF OCCUPATIONAL PERMIT SYSTEM ENHANCEMENT (OPSE) FOR THE QUEZON CITY BUSINESS PERMITS AND LICENSING DEPARTMENT

I. RATIONALE AND BRIEF BACKGROUND

The Business Permits and Licensing Department aims to improve the Online Occupational Permit System which went live in January 2021, by commissioning a comprehensive system enhancement which will enable integration to Third Party Online Systems, Creation of New Online Modules and implement Feature changes and upgrades to existing online modules.

II. PROJECT DESCRIPTION

The project's goal is to achieve a simplified, streamlined and user-friendly online system experience for current users of the Business Permits and Licensing Department and ancillary department users and ultimately, the citizen applicants who will be submitting their new and renewal applications for 2022 and beyond. The system enhancement will cover 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 the Online module of the Occupational (Work) Permit System under <https://qceservices.quezoncity.gov.ph/>

A. Full due diligence of current Occupational (Work) Permit system to ensure complete compatibility of system enhancement and loading of historical data. This may or may not involve a full or partial system re-write depending on due diligence findings

B. Integration of Third-Party Online Systems

- i. Tax Assessment and Payment via CTO and ITDD Bridge Server
 - a. Capability to conduct online tax assessment
 - b. Capability to generate Order of Payment
 - c. Generation and automatic sending of e-copies of Order of Payment to applicants.
 - d. Automated validation of tax payments
- ii. QC E- Payments
 - a. Automated pushing or pulling of data using customized APIs
 - b. Redirection of users from Online Occupational Permit System to the QC's Online Payment Channels
 - c. Allow BPLD users to view payment details
 - d. Automatic payment validation via the CTO and ITDD Bridge

C. New Online Modules

- i. Representative Application
 - a. Provision for company representatives to apply for authorization per company
 - b. Allow authorized company representative to submit bulk applications
- ii. CHD Access
 - a. Provide limited access to City Health Department (CHD) that allows them to verify submitted Health Certificates
- iii. PESO Access
 - a. Provide limited access to Public Employment Service Office (PESO) that allows them to verify submitted PESO Certificates
 - b. Exempts applications with verified PESO Certificates from the Occupation Permit Fees
- iv. Email Blast Tool
 - a. Allows BPLD officers to send email blasts to QC-based employees with basic text formatting and file attachments
 - b. Provides filtering of recipients based on company line of business, occupational category, and occupational / position.
- v. Reports Generation Tool
 - a. Allows BPLD users to extract detailed and summary reports in Excel / CSV format

D. Feature and Change Request on Pre-Existing Modules

- i. Enhanced User Interface User Experience (UI-UX) based on agreed design for the following pages
 - a. Applicant Access
 - 1. Application Form
 - 2. Application Tracking Page
 - b. BPLD Access
 - 1. Evaluation Page
 - 2. Summary Pages

E. Provide end-user training to BPLD personnel, officers and other end-users

F. Technical & Customer Service Support for the System for 12 months

G. The cloud-based hosting of the system and data for one (1) year. 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 for the Online Occupational (Work) Permit System.

VIII. AREA OF COVERAGE

The Business Permits and Licensing Department within the Quezon City Hall compound

IV. PROJECT STANDARDS & REQUIREMENTS

A. Track Record

- i. Bidders must have Platinum status in PHILGEPS
- ii. Bidders must be duly registered corporation with SEC filing
- iii. 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
- iv. The bidding corporation must be in the same industry as per their SEC filing for at least five (5) years.
- v. The bidding corporation must have implemented at least 2 similar projects with at least a combined minimum of 2,000 unique audit locations for the past two (2) years and which are still currently being used.
- vi. The bidding corporation must be able to fully deliver all components of the project within 30 days upon contract award.
- vii. The bidding corporation must be duly registered under the National Privacy Commission

B. Organization

- i. The prospective bidder must have their regular employee pool of software developers for the project.
- ii. The prospective bidder must have its own regular employee pool of personnel for system administration, deployment, proper quality assurance analysts and technical support staff for the project.

C. Training

- i. The prospective bidder will provide all necessary training for software usage, administration, and management of the web portal to all office-based personnel.

V. PROJECT DURATION

The project duration will be for 30 calendar days

| MILESTONES | CALENDAR DAYS |
|---|---|
| Project Preparation and 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 & Development to Minimum Viable Product | 30 calendar days |
| UAT | 3 calendar days |
| Training and Hand Over | 2 calendar days |
| Project Support | 12 months from handover date |

VI. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Approved Budget for the Contract (ABC) amounting to Twelve Million Eight Hundred (Php. 12,800,000.00) with deliverables and listed complete details specified in Section III, Project Scope of Work, as stated in following general components and itemized cost breakdown below:

- A. Integration to Third Party Online Systems**
- B. New Online Modules**
- C. Feature and Change Request on Pre-Existing Modules**
- D. Provide end-user training to BPLD personnel, officers and other end-users**

- E. Technical & Customer Service Support for 12 months**
- F. 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 the Online Occupational (Work) Permit System for 12 months

G. Cost breakdown:

| DESCRIPTION | AMOUNT |
|--|----------------------|
| Due Diligence, System Design and Data Model | |
| Software Development Cost | |
| System Documentation, Training Module and Training | |
| Technical & Customer Service Support – 12 months | |
| Hosting & Administration | |
| TOTAL AMOUNT | 12,800,000.00 |

VII. BASIS OF PAYMENTS

| MILESTONE | ACCEPTANCE CRITERIA | PERCENTAGE BILLING |
|---|---|--------------------|
| Project Preparation and Mobilization | Process Mapped and approved | 15% |
| Process Mapping & Technical Specifications Sign-Off | Documentation signed off by the End-User | |
| 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 Updated Web Portal | Beta Testing of the Web Portal in End-User Office at Quezon City Compound. Full documentation signed off by QA and client’s authorized personnel | 34% |
| Training and Hand Over | Signed off by client’s authorized personnel | 15% |
| Performance Security Retailer | 6 Months | 1% |
| TOTAL | | 100% |

- A. Upon awarding of the contract, the procuring entity will release fifteen (15) percent of the total winning bid amount to the contract winning bidder as a mobilization fee.
- B. Upon demonstration of the Minimum Viable Product based signed off technical specifications, the procuring entity will release thirty-five (35) percent of the total winning bid
- C. 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-four (34) percent of the total winning bid amount to the contract winning bidder.

- D. Upon deployment of the new web modules and system changes to the production site of Occupational (Work) Permit System, the procuring entity will release fifteen (15) percent of the total winning bid amount to the contract winning bidder.
- E. One (1) percent 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 Occupational (Work) Permit System as a performance security.

VIII. 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 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 six (6) months warranty upon implementation. User manual and installer shall be provided for software components.

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

Terms of Reference endorsed, reviewed and certified by:


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

(SGD)
MICHAEL VICTOR N. ALIMURUNG
City Administrator