

## TERMS OF REFERENCE

### **SUPPLY, TESTING AND COMMISSIONING OF AUTOMATED INSPECTION AUDIT SYSTEM PHASE 2 FOR BUSINESS PERMITS AND LICENSING DEPARTMENT, QUEZON CITY**

#### **I. RATIONALE AND BRIEF BACKGROUND**

In 2021, the Business Permits and Licensing Department of Quezon City, digitized and launched the Automated Inspection Audit System (AIAS) to replace the manual business inspection audit process for all businesses operating in Quezon City in order to eradicate traditional, paper-based audits that are time consuming, tedious, error-prone and subject to numerous conflicts and discretions.

As part of the trust for continuous process improvement, a system enhancement for the current Automated Inspection Audit System (AIAS) is being commissioned for the integration of new features of the Online Unified Business Permit Application System (OUBPAS), creation of new online modules and implement feature enhancements for the pre-existing modules.

#### **II. PROJECT DESCRIPTION**

BPLD seek to ease and improve compliance of all businesses operating in the city for business permits and ancillary permit requirements through the system enhancement of the current Automated Inspection and Audit System (AIAS).

#### **III. PROJECT SCOPE OF WORK**

The prospective bidders shall bid and provide for the following system enhancement, which includes a due diligence of the current AIAS system to ensure full compatibility and interface with the current mobile set of hardware devices issued to the City Inspectors and the deployed web system of the City for the current Automated Inspection Audit System (AIAS):

##### **A. Integration to Online Unified Business Permit Application System (OUBPAS) New Features**

- i. Safety Seal
  1. Include the Safety Checklist in the mobile application inspection checklist for compliance monitoring / regular and on-the spot inspection.
  2. Automatic sending of Safety Seal to establishments that passed the Safety Seal Checklist during the inspection
- ii. KyusiPass Contact Tracing
  1. Automatic sending of KyusiPass generated QR with location code and scanner codes to establishments along with the inspection results
- iii. Mayor's Permit Verification
  1. Provide access to BPLD inspectors to verify online if an establishment has a valid Mayor's Permit, as well as required ancillary clearances, via MP QR code, MP Number or Business Name.

## **B. New Online Modules**

- i. Legal Management Module
  1. Provide access to BPLD Legal Team to view and download inspections results including the photos and other attachments
  2. Allow BPLD Legal Team to document legal actions being done against establishments with violations with automatic sending of legal letters to business owners via email
    - a) Demand Letter
    - b) Show Cause Order
    - c) Cease and Desist Order
    - d) Revocation of Mayor's Permit
    - e) Temporary Closure Order
    - f) Closure Order
    - g) Closed Violation
  3. Provide online access to business owners to monitor their violations and to reply to BPLD Legal Team
  4. Negative List Management
- ii. Mission Order Online Approval
  1. Provide access to BPLD Head to approve Mission Orders for compliance monitoring / regular and on-the-spot inspection online
  2. Include BPLD Head digital signature upon approval of the Mission Orders
- iii. Mission Extension Approval
  1. Allow BPLD Inspectors to request for Mission Order extension through the mobile application
  2. Provide access to BPLD Head and BPLD Inspection Supervisor to approve request for Mission Order extension
- iv. Barangay Official Access
  1. Allow the Inspection Team to generate and assign Mission Orders to barangay officials
  2. Provide barangay officials access to the QC iBiz View Mobile App
- v. Ancillary Department Access
  1. Allow the Inspection Team to generate and assign Mission Orders to officials from the BPLD's ancillary departments
  2. Provide officials from the BPLD's ancillary department access to the QC iBiz View Mobile App with filters based on the checklist related to their department only

## **C. Feature and Change Request on Pre-Existing Modules**

- i. Novaliches District Center (NDC) Access
  1. Allow enrolment of NDC Inspectors and NDC Verifiers to the online system
  2. Limit the access for NDC Inspectors to establishments within District 5 of Quezon City
  3. Include NDC Inspectors and NDC Verifiers in the generation of Mission Orders from compliance monitoring / regular inspectors for establishments within District 5

- ii. Changes on the Mission Order Templates
  - 1. Compliance monitoring / regular inspection
    - a) Remove limitation on assigned Inspector and Verifiers
    - b) Include expired businesses in generation
  - 2. On-the-Spot inspection
    - a) Remove limitation on assigned Inspector and Verifiers
- iii. Changes on the Inspection Result Template
- iv. Changes on the Inspection Form
  - 1. Tagging if business establishment is Non-Operational during the inspection
  - 2. Tagging if the establishment is selling liquor
- v. QC iBiz View Mobile App Ios Compatibility
  - 1. Compatibility to iOS14, iOS15, iPadOS 14 and iPadOS 15

**D. System Hosting and Database Storage**

- i. The cloud-based hosting of the data must operate for one (1) year.
- ii. System must allow for real-time and periodic backups of the database and must guarantee a 99% database server uptime.
- iii. The system should conform with applicable data privacy laws.
- iv. All data storage that contains the data will be owned and controlled by the City.

**IV. AREA OF COVERAGE**

System deployment to all active field personnel inspectors of the Business Permits and Licensing Department for of the approximately 85,000 operating business in the 142 barangay of Quezon City.

**V. 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.

## VI. PROJECT DURATION

MILESTONES	CALENDAR DAYS
Project Preparation and Mobilization	3 calendar days upon receipt of Notice to Proceed
Process Mapping	7 calendar days upon receipt of Notice to proceed
Application Programming & Development to Minimum Viable Product	30 calendar days upon receipt of Notice to Proceed
User Acceptance Testing	3 calendar days
Training and Hand Over	2 calendar days
Project Support	12 months from handover date

## VII. BASIS OF PAYMENTS

MILESTONE	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Preparation and Mobilization	Process Mapped and approved	15%
Process Mapping	Applications Framework signed off by client's authorized personnel	
Framework for all applications completed		
Application Programming & Development to Minimum Viable Product	Minimum Viable Product signed off by QA and client's authorized personnel	45%
User Acceptance Testing (UAT)	Signed off by QA and client's authorized personnel Full documentation	20%
Training and Hand Over	Signed off by client's authorized personnel	10%
Project Support	30 Calendar Days	10%
<b>TOTAL</b>		<b>100%</b>

## VIII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Approved Budget for the Contract (ABC) amounting to Thirteen Million Five Hundred Thousand (Php. 13,500,000.00) 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 Online Unified Business Permit Application System (OUBPAS) New Features
- B. New Online Modules
- C. Feature and Change Request on Pre-Existing Modules
- D. System Hosting and Database Storage

**E. Cost breakdown:**

<b>DESCRIPTION</b>	<b>AMOUNT</b>
Due Diligence, System Design and Data Model	1,000,000.00
Software Development Cost	9,200,000.00
System Documentation, Training Module and Training	500,000.00
Technical & Customer Service Support – 3 months	600,000.00
Hosting & Administration	2,200,000.00
<b>TOTAL AMOUNT</b>	<b>13,500,000.00</b>

**IX. CONDITIONS AND PENALTIES FOR BREACH OF CONTRACT**

**A. Delivery**

The failure of The Prospective Bidder 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 Prospective Bidder 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 Prospective Bidder:

Software Component shall have one (1) year warranty upon implementation. It shall not cover support for software application failure due to calamity, virus infection, user errors, network connectivity failure, database error due to electricity fluctuations and system reinstallation.

- User manual shall be provided for software components.

Terms of Reference endorsed, reviewed and certified by:

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