

TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF QC AUTOMATED DOCUMENT DELIVERY SYSTEM (QC-ADDs) EXPANSION TO THE CITY CIVIL REGISTRY DEPARTMENT, DEPARTMENT OF PUBLIC ORDER AND SAFETY, DEPARTMENT OF BUILDING OFFICIAL AND THE CITY ASSESSORS OFFICE

I. BACKGROUND

In line with the current “ease of doing business” initiatives of the Quezon City Local Government and its move towards online transactions, it is endeavoring to automate the delivery of certified documents to business owners/establishments and residents in Quezon City. This facilitates the transparency in the processing and delivery of documents and removes any potential third-party intervention in the process.

In September 2021, the Business Processing and Licensing Department (BPLD) successfully launched the QC Automated Document Delivery System (QC-ADDs). The Quezon City Local Government is issuing this Terms of Reference to invite interested and qualified private sector entities with proven track record, financial capacity, operating capability, and relevant licenses to enhance and extend the Automated Document Delivery System to Four other Quezon City Local Government Departments, namely, the City Civil Registry Department, Department of Public Order and Safety, Department of Building Official and the City Assessors Office.

II. PROJECT DESCRIPTION

Every year, the Quezon City Local Government processes thousands of documents for business owners and residents in Quezon City.

In September 2021 and in line with the current “ease of doing business” initiatives of the Quezon City Local Government and its move towards automating City processes and moving towards zero-contact policy, the BPLD successfully launched the QC-ADDs.

The QC-ADDs automated the delivery and receipt of business permits to business owners and establishments to the registered business address, as these are issued by BPLD. It removed the need for any third-party intervention in the whole business permit application process.

The QC Local Government now seeks to enhance and extend the QC Automated Document Delivery System to four additional Departments.

III. PROJECT SCOPE OF WORK

As a minimum, the enhancement and extension of the QC Automated Document Delivery System (QC-ADDS) shall have the following features and deliverables:

A. User / Admin Management (enhancement)

- i. Enhance OAuth2 for multi-platform Department users
- ii. User roles and rights (portal users)
- iii. Administration user management

B. Rider Management (enhancement)

- i. Rider management - to handle different platforms and/or departments
- ii. Rider notification and data management

C. Portal configuration (enhancement)

- i. Administration portal enhancement for multi-platform
- ii. Enhance API's to support multi-Departments

D. Mobile application (enhancement)

- i. Mobile app development enhancement for multi-platforms/Departments

E. User interface /frontend (enhancement)

- i. UI dev enhancement for HTML5/CSS/Javascript
- ii. Service handler enhancement

F. Hardware Deliverables

- i. 4 x Desktop Computers. (Specifications: CPU: AMD Ryzen 7 (3rd Generation) or its equivalent benchmark processor, 128 GB SSD, 16GB RAM, 24-inch Monitor, Keyboard and Mouse with the same brand of unit, with included Operating System: Windows 10 Professional or later, Microsoft Office 2019 or later, Latest Anti-Virus Software, with UPS (Uninterruptable Power Supply)
- ii. 4 x Thermal Interface Type: USB, Max Paper Size: 104mm, Resolution: 203DPI, Black Print Speed: max: 8inchs, min: 2inchs Max. Resolution: 203 dots inch(8 dotsmm), Print Length: 2286mm(90"), Print Width: 104mm, Dimensions: W175*L235*H180mm, Input: AC 110V240V, Output: DC 24V2A,48W, Application: Express, clothing, jewelry label Operating temperature: 5~45°C outer diameter: 130mm

IV. PROJECT STANDARDS AND REQUIREMENTS

- A. The soliciting party is the GOVERNMENT OF QUEZON CITY, acting on behalf of the QC Information Technology Development Department (QCITDD).
- B. The parties invited to make and submit their proposals are qualified public / private sector entities, whether stock or non-stock and non-profit companies.

For prequalification purposes, interested and fully qualified parties shall submit the following document together with the submission of their bid:

- i. Company Profile, stating the owners, brief history and business of the company and such other information deems necessary or desirable to include to enable proper evaluation of its capabilities;
- ii. 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 or DTI and BIR);
- iii. List of clients and description of relevant projects, including duration of engagement (on-going and completed);
- iv. Board Resolution/Authorization appointing a representative and authorizing the Company to submit a bid and enter into a contract with the Government of Quezon City based on this TOR.

V. CONTRACTOR'S PROFILE AND QUALIFICATIONS

A. QUALIFICATIONS OF THE SUPPLIER

Listed below are the minimum qualifications required from the Supplier.

- i. 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.

- ii. The Supplier must submit Data Privacy Certification from National Privacy Commission.
- iii. The Supplier shall guarantee that the system shall abide with the DATA PRIVACY ACT OF 2012 to ensure that the personal information is protected.
- iv. Demonstrated experience in application development and deployment and in data analytics with the use of advanced algorithm to generate reports evidenced by use cases and patent.

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, and Software Engineering) with Professional Regulatory Commission License.
- ii. At least minimum 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. Proven experience in the development and delivery of a similar system.
- v. Eight (8) competent and dedicated staff that can be reached for feedback having at least 5 years of related work experience
- vi. Excellent communication and writing skills.

VI. PROJECT DURATION

Sixty (60) calendar days upon issuance of the Notice to Proceed (NTP).

MILESTONES	CALENDAR DAYS
Application Enhancement for each Department to Minimum Viable Product.	30 calendar days upon receipt of Notice of Award
App Testing	15 calendar days after delivery of MVP
Training and Hand Over	7 calendar days after MVP
Technical and Project Support	60 calendar days after delivery of MVP

VII. APPROVED BUDGET

The approved budget for the project is **FOUR MILLION EIGHT HUNDRED THOUSAND PESOS (P4,800,000.00)** exclusive of installation of infrastructure and servers.

Description	Amount
Application Enhancement& Extension to each Department to Minimum Viable Product.	PHP 2,632,800.00
App Testing and Training	1,200,000.00
Technical & Customer Service Support – 6 months	720,000.00
Hardware Deliverables	247,200.00
TOTAL AMOUNT	PHP 4,800,000.00

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 RA 9184 and its IRR on contract price escalations, all contract price escalation shall be approved by the Government Procurement Policy Board (GPPB).

VIII. PROPOSED SCHEDULE

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Preparation, Mobilization and Hardware Delivery	Inception/due diligence report	15%
Application Enhancement for each Department to Minimum Viable Product.	Minimum Viable Product signed off by Supplier’s QA and each Department’s authorized personnel.	45%
App Testing – Technical Go Live	Technical Go Live. Onboarding of Users and Delivery Drivers. Technical Go Live signed off by Supplier’s QA. Onboarding of Users and Delivery Drivers signed off by each Department’s authorized representative.	15%
Go Live	Go Live Certificate. Full documentation manual. Signed off by Supplier’s QA and each Department’s authorized personnel.	5%
System Training and Hand Over	Signed off by each Department’s authorized personnel.	5%
Project Support	60 Calendar Days after Delivery Go Live Certification.	15%

IX. TEST PARAMETERS

The delivered hardware and software of the Expanded QC Automated Document Delivery System shall be tested and evaluated using accepted guidelines.

X. WARRANTY AND GUARANTEE REQUIREMENTS

The Supplier shall guarantee full functionality support program guarantee 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 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 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 its IRR.

Terms of Reference indorsed, reviewed and certified by:

ATTY. MARK DALE DIAMOND PERRAL
Officer-in-Charge
Department of Building Official

PD/GEN. ELMO DG. SAN DIEGO
City Government Department Head III
Department of Public Order and Safety

SALVADOR CARIÑO, JR.
City Government Department Head III
City Civil Registry Department

ATTY. SHERRY R. GONZALVO
City Government Department Head III
City Assessor's Office

Noted by:


PAUL RENE S. PADILLA
Officer-in-Charge
Quezon City Information Technology Development Department