

TERMS OF REFERENCE

SUPPLY, TESTING AND COMMISSIONING OF AN ONLINE UNIFIED BUSINESS PERMIT APPLICATION SYSTEM FOR NEW, RENEWAL, AMENDMENT AND SPECIAL BUSINESS PERMITS (OUBPAS) FOR THE BUSINESS PERMITS AND LICENSING DEPARTMENT, QUEZON CITY (PHASE 3)

I. RATIONALE AND BRIEF BACKGROUND

Since the launch of QC Biz Easy Online Unified Business Permit Application System in October 2, 2020, the system was able to effectively implement physical distancing and help curtail the spread of COVID19 as well as facilitate improvement in speed of transactions for business owners in Quezon City. This system enabled business owners to apply, renew, amend and secure regular and short-term business permits in the comfort of their homes and / or offices. System enhancements were made and launched in 2021 to integrated ancillary system relevant to the businesses, to further streamline the application processes and to develop supplementary features that will add value to the online system.

In its quest to continuously improve tis system, the third phase of enhancements will include integration for online tax assessment, automated document delivery system, QCePayment systems, integration with the Philippine Chamber of Commerce Inc. (PCCI), as well as the introduction of new modules and enhancements to its existing modules.

II. PROJECT DESCRIPTION

This project aims to improve the existing QC Biz Easy Online Unified Business Permit Application through the 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 QC Biz Easy Online Unified Business Permit Application module of <https://qceservices.quezoncity.gov.ph/>

A. Full due diligence of current OUBPAS 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 for new and renewal application types
 - b. Capability to create Order of Payment for miscellaneous fees for new, renewal, amendment application types
 - c. Automated validation of tax payments
 - d. Generation of e-copies of Tax Bill / Order of Payment

- ii. BPLD Automated Document Delivery System
 - a. Automated pushing or pulling of data using customized APIs
 - b. Change in the application final processing process to take account of the automated sending of the original copy of the Mayor's Permit
- iii. QC E-Payments
 - a. Automated pushing or pulling of data using customized APIs
 - b. Redirection of users from QC Biz Easy to the QC's Online Payment Channels
 - c. Include online payment details in CTO's access in OUBPAS
 - d. Automatic payment validation via the CTO and ITDD servers
- iv. Philippine Chamber of Commerce Inc. (PCCI) Advertisement & Integration
 - a. Advertisement of PCCI Membership for New, Renewal, Special Amendment applicants of OUBPAS.
 - b. Hyperlink of PCCI Membership Registration portal of QC Business Owners interested to register or find our PCCI membership details

C. New Online Modules

- i. Online Permit Verification
 - a. Online submission of complaints via QR code scanning
 - b. Record Request and Payment
- ii. Online Barangay Clearance Payment
 - a. Allows taxpayers to settle their amount due for the barangay clearance via QC ePayments
 - b. Provide transaction reports on barangay clearance payments
- iii. Renewal Online Kiosk Access
 - a. Online modules to be used by business owners via the kiosks deployed in the CTO and other QC business centers
 - b. Allows business owners to submit their business permit renewal application
- iv. Drop Box Service
 - a. Allows BPLD Personnel to encode applications submitted through the Drop Box located at the Business One Stop Shop
 - b. Allows business owners to check the status of their application through the QC Biz Easy website and link the application to their QC eServices account
 - c. Automated processing based on current guidelines
- v. KyusiPass File Generator
 - a. Allows business owners to submit request for the KyusiPass for their establishment
 - b. Allows BPLD personnel to generate, search, view and download the KyusiPass File per business using MP#, Business Name and Business Address
 - c. Back-office access to upload location names and location codes generated from SafePass
 - d. CESU Access to search businesses using the KyusiPass Location Code

- vi. Safety Seal Generator
 - a. Allows business owners to submit application for the Safety Seal Certification for their establishment
 - 1. Application includes Safety Seal Self-Assessment Checklist
 - b. Allows BPLD personnel to evaluate applications, generate, search, view and download the Safety Seal File per business using MP #, Business Name and Business Address
- vii. Liquor Permit Online Application
 - a. Allows business owners to submit application for liquor permit online
 - b. Allows BPLD to evaluate, approve, process and release liquor permit
 - 1. Automatic sending of the electronic copy of Liquor Permit
 - c. Capability to create Order of Payment for miscellaneous fees
 - d. Integration to QC ePayments
 - e. Automatic payment validation via the CTO and ITDD servers
- viii. Online Submission National Government Clearance or License to Operate
 - a. Allows business owners to submit post-permit clearance or license to operate issued by applicable national government agencies.
 - b. Provides access to the ancillary departments to verify submitted documents.
- ix. Ancillary Department's Compliance Monitoring
 - a. Provide an access where ancillary departments can update an establishment's compliance to their requirements
 - b. Allow ancillary departments to access the online permit verification tool
- x. Email Blast Tool
 - a. Allow BPLD officers to sent email blasts to business owners with basic text formatting and file attachments
 - b. Provide filtering of recipients based on application type, application status, and mode of application
- xi. Online Sales Declaration and Evaluation
 - a. Provision for business owners to submit their sales declaration and other supporting documents via OUBPAS
 - b. Provide CTO an access to evaluate the sales declaration online submissions, as well as to conduct tax assessments and to generate tax bills
 - c. Generate Tax Bill e-copy

D. Feature and Change Request on Pre-Existing Modules

- i. Revised application process for new business application and renewal application
 - a. Allow applications to proceed to tax assessment / final review once approved by ZAU. All the other ancillary departments will evaluate the applications post the issuance of Mayor's Permit.
 - b. Automatic sending of ancillary temporary clearance

- ii. Revised application process for businesses with activities related to e-games, pogo, etc.
 - a. Requires applicants to submit LONO
 - b. Automatically flag the application as high-risk
- iii. Add provision on the application form to BMBE Certificate of Authority Attachment
- iv. Tax Assessment New Feature: Tax Bill Exemption

E. 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 Unified Business Permit Application System for new, renewal, amendment and special business permit (OUBPAS) for 12 months

- a. The OUBPAS (Phase 3) features and changes should be able to integrate seamlessly with the existing QC OUBPAS Cloud Servers and Database.
- b. The system will store and all data collected by all end-users in QC OUBPAS repository server by the prospective bidder.
- c. The system should be able to handle minimum of up to 100,000 Businesses and should have the potential of scaling to meet future needs.
- d. System must allow for real-time and periodic backups of the database and must guarantee a 99% database server uptime.

IV. AREA OF COVERAGE

Multiple location sites of BPLD and Ancillary Departments within the Quezon City Hall compound.

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

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 upon receipt of Notice to Proceed
UAT	3 calendar days
Training and Hand Over	2 calendar days
Project Support	12 months from handover date

VII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Approved Budget for the Contract (ABC) amounting to Twenty Five Million (Php. 25,000,000.00) 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 Other QC 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 QC BPLD for the Online Unified Business Permit Application System for new, renewal, amendment and special business permits (OUBPAS) for 12 months
- G. Cost breakdown:

DESCRIPTION	AMOUNT
Due Diligence, System Design and Data Model	2,500,000.00
Software Development Cost	16,150,000.00
System Documentation, Training Module and Training	950,000.00
Technical & Customer Service Support – 12 months	2,600,000.00
Hosting & Administration	2,800,000.00
TOTAL AMOUNT	25,000,000.00

VIII. 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 QC Biz Easy, 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 QC Biz Easy as a performance security.

IX. 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.

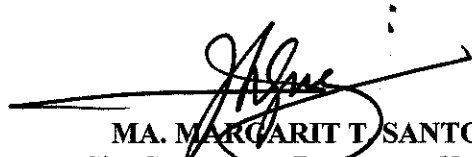
B. Product Warranty

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 and installer (if necessary) 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. MARGARIT T. SANTOS
City Government Department Head III
Business Permits and Licensing Department