TERMS OF REFERENCE

SUPPLY, INSTALLATION, 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 integrate ancillary systems 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 its system, the third phase of enhancements will include integration for online tax assessments, 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. Integration to 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
   - 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. ZAU Mapping Integration
   a. Allow business owners to pin their location using Google Map with automatic feedback on zoning type based on ZAU's online zoning map.

v. Philippine Chamber of Commerce and Industries - Quezon City Chapter (PCCI-QC) System
   a. Integration using customized APIs after electronic consent has been given by the business owner/applicant. In no case shall data be shared automatically to the PCCI-QC System without the expressed electronic consent of the business owner/applicant.
   b. Option to redirect users from QC Biz Easy to the PCCI website on click by applicant

B. New Online Modules
   i. Online Barangay Business 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
      c. Provide BPLD, City Accounting Department and CTO transaction reports

   ii. Liquor Permit Online Application
      a. Allows business owners to submit application for liquor permit online
      b. Allows BPLD Liquor Licensing Division to evaluate, approve, process and release liquor permit
            a. Automatic sending of the electronic copy of Liquor Permit
      c. Capability to create Order of Payment for miscellaneous fees
      d. Integration to QC ePayment System
      e. Automatic payment validation via the CTO and ITDD servers

   iii. Online Submission of Ancillary Clearances
      a. Allows business owners to submit their national and local ancillary clearances post-permit.

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      b. Provides access to the ancillary departments to verify submitted documents.

  iv. 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

  v. Automatic Renewal
      a. Automatic submission of renewal application for businesses who already settled their business taxes and regulatory fees provided they are fully-compliant to applicable regulatory permits such as but not limited to locational permit, sanitary permit, environmental clearance, traffic clearance, security clearance, market clearance, veterinary clearance, liquor permit, etc.

  vi. 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. Integration to QC ePayments
      e. Automatic payment validation via the CTO and ITDD servers

  vii. Locational Clearance Automation and Online Application
      a. Allows business owners to pin their business location in Google Maps with automatic feedback on the Zone Type
      b. Automatic releasing of Locational Clearance for business owners with business activities within the permissible zones.
      c. Allows business owners to submit applications motion for reconsideration and other required documents as provided under the Quezon City Comprehensive Zoning Ordinance of 2016 (SP-2502, Series of 2016)
      d. Allows ZAU to evaluate, approve, process and release Locational Clearance
         1. Automatic sending of the electronic copy of Locational Clearance
      e. Capability to create Order of Payment for miscellaneous fees
      f. Integration to QC ePayments
      g. Automatic payment validation via the CTO and ITDD servers.

  viii. Automatic backup of Mayor's Permits to local BPLD onsite server

        ix. Customer Feedback Survey

- a. Include the survey link in the Mayor's Permit approval email notification
- b. Web-based customer feedback web form based on BPLD's survey template
- c. Viewer and extractor of survey data

C. Feature and Change Requests 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 requirement for businesses with activities related to e-games, pogo, etc.

- a. Requires applicants to submit additional requirements
- b. Automatically flag the application as high-risk

    iii. Tax Bill Exemption for the following categories:

- a. Cooperatives
- b. Duly-registered Inventors
- c. PEZA -Registered Enterprises

    iv. Enhancement on the Email Notifications

    v. Changes on the application form

- a. Provision to add incorporator/s (surname, given, middle, suffix)
- b. Additional business type: One Person Corporation
- c. Additional questions in the Unified Business Permit Application Form:
    1. Is the owner of business a Person with Disability?
    2. Does the business employ Persons with Disability?
    3. Other changes identified by the end-user before sign-off of the finished product

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

IV. PROJECT STANDARD AND REQUIREMENTS

A. The service provider will provide all necessary training for software and existing usage, administration and management of the web portal to all office-based and field personnel using the inspection audit system.

B. The bidding corporation must be filed with the SEC as an IT company with the purpose of trading goods and services such as software systems.

C. The bidding corporation must be in the same industry as per their SEC filing for at least five (5) years.

D. The service provider must deliver all system components within forty five (45) calendar days upon contract award.

E. The bidding corporation must be duly registered with the National Privacy Commission.

F. The service provider must have their regular pool of employees who are software developers for the project.

G. The service provider must have its own regular pool of employees or personnel for system administration, deployment, proper quality assurance analyst and technical support staff for the project.

V. AREA OF COVERAGE

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

VI. PROJECT DURATION

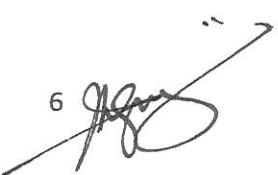The project duration will be for forty five (45) calendar days:

MILESTONES	CALENDAR DAYS
Project Preparation & Mobilization	3 calendar days upon receipt of Notice to Proceed
Process Mapping, Technical Specs Sign-Off	4 calendar days upon
Application Programming & Development to Minimum Viable Product	35 calendar days
UAT	2 calendar days
Training and Hand Over	1 calendar day
Project Support	12 months from handover date

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VII.   APPROVED BUDGET FOR THE CONTRACT (ABC)

The Approved Budget for the Contract (ABC) amounting to thirty one million [P31,000,000] with *deliverables and listed complete details specified in Section III, Project Scope of Work,* as stated in the following components and itemized cost breakdown below:

A. Full due diligence of current OUBPAS system

B. Integration to Other QC Online Systems

C. New Online Modules

D. Feature and Change Requests on Pre-Existing Modules

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

F. Technical & Customer Service Support for 12 months

G. 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
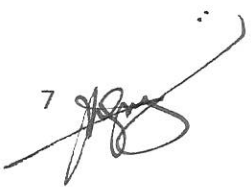
H. Cost breakdown:

Description	Amount
Due Diligence, System Design and Data Model	
Software Development Cost • Integration to QC Online Systems • New Online Modules • Feature and Change Requests to Pre-Existing Modules	
System Documentation, Training Module and Training	
Technical & Customer Service Support – 12 months	
Hosting & Administration	
TOTAL AMOUNT	31,000,000.00

VIII.   BASIS OF PAYMENTS

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Preparation and Mobilization Process Mapping & Technical Specifications Sign-Off	Process Mapped and approved. Documentation signed off by the End-User.	15%
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 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 Retainer	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.

IX. PENALTIES FOR BREACH OF CONTRACT

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

X. 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 a negotiated procurement pursuant to RA 9184 and its IRR.

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