

TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF THE QUEZON CITY DEPARTMENT OF BUILDING OFFICIAL ONLINE CENTRALIZED AUTOMATED SYSTEM PHASE 1

I. Rationale and Brief Background

The Quezon City Department of Building Official Online Centralized Automated System (DBO-OCAS) will improve the citizen's Ease of Doing Business with the Department by providing an online one stop shop for both citizens and officials and administrators for all activities related to DBO's performance of its regulatory function of providing permits and licenses. The DBO-OCAS will also enable greater productivity and transparency among the Department's officials and administrators.

II. Project Description

The Quezon City Department of Building Official Online Centralized Automated System (DBO-OCAS) is a web-based online system that integrates with the Department's other on-site systems and processes to replace the manual forms when applying for permits and licenses. The DBO-OCAS will make it easier and convenient for citizens to apply for permits, implementors to process applications, and department administrators to monitor and manage its staff and resources.

III. Project Scope of Work

The service provider shall provide the City with a system with the following specifications:

- i. The Quezon City Department of Building Official Online Centralized Automated System (DBO-OCAS) will be SSL-protected, web-based, and accessible using the most recent versions of Chrome, Firefox, and Safari.
- ii. The DBO-OCAS will be mobile responsive and compatible with the browsers of mobile smartphones and tablets.
- iii. Data needed for permit application will be retrieved from other QC systems, such as the QC-eservices system, using authenticated and authorized API communications. Fields will be prefilled based on the data provided by the other QC systems. Furthermore, the system can be accessed from the QC-eservices website.
- iv. Private professionals can apply for accreditation and DBO personnel can approve the application through the system.
- v. The system will have a checklist generator for determination of specific permit requirements using question and answer method.

- vi. The system will be a Unified application system for permits under DBO.
- vii. Applicant can appoint a Project Supervisor. System will require Project Supervisor to create a team of approved Private Professionals and Private Professionals will encode the technical details of the permit application.
- viii. The applicant can pin the Project Location in a map.
- ix. Applicants and private professionals can submit requirements online.
- x. Applications will pass through a pre-evaluation process where evaluators can accept or reject specific requirements of the Permit application.
- xi. The system can generate order of payment and support payment via the City's payment gateway.
- xii. The system can integrate with DBO's existing system to determine the status of old permit applications that did not pass through the new system.
- xiii. The system can issue Permit or Notice to Proceed depending on the type of permit being applied.
- xiv. The system is integrated with the QC Appointment system to schedule submission of pre evaluated applications.
- xv. DBO personnel can digitally evaluate submitted plans and technical requirements.
- xvi. DBO can write and draw on submitted images or pdfs to issue comments on submitted requirements.
- xvii. The system can automatically generate a pre-formatted Letter of Instruction to the applicant and private professional based on the comments of the evaluators.
- xviii. The system can process Locational Clearance applications for projects under the Department. The system will automate the identification of zones by pinning the location on a map image or Google map. Only the permissible structures under the identified zone are displayed. Once a structure is selected, required parameters are automatically filtered to reflect only those that are applicable to the structure. An admin portal is available for evaluating and approving applications.
- xix. The system can process Fire Safety Permit applications for projects under the Department. An admin portal is available for evaluating and approving applications.
- xx. The system will generate pertinent reports for the Department.
- xxi. The system will implement industry standard measures to protect user data and prevent unauthorized access. A firewall will be implanted for secured cloud connection.
- xxii. The cloud-based hosting will operate for one (1) year and subject to renewal thereafter. A minimum of 8 GB memory, 2 virtual CPU, and 120 GB storage will be allocated for the online system. A minimum of 8 GB memory, 2 virtual CPU, and 120 GB storage will be allocated for the database.
- xxiii. The system will allow periodic backups of the database.
- xxiv. The system will conform with applicable data privacy laws.
- xxv. The DBO-OCAS, including source code and data captured and generated by the system, will be owned and controlled by the City. If the service agreement expires or is terminated the data on cloud can be retrieved without additional cost to the City.

- xxvi. The service provider will provide all necessary training for at least 1 day to at least 5 DBO personnel comprising of encoders, inspectors, administrators, IT personnel for the usage, administration, and management of the system.

IV. Area of Coverage

The Quezon City Department of Building Official Online Centralize Automated System Phase 1 will be for the Permitting and Case Management activities of DBO.

V. Project Standard & Requirements

A. Track Record

1. The Bidder must have Platinum status in PHILGEPS
2. The Bidder must be a duly registered corporation with SEC filing or DTI registration
3. The Bidder must be able to fully deliver all components of the project within 60 calendar days upon issuance of Notice to Proceed.
4. The Bidder must be duly registered under the National Privacy Commission

B. Organization

1. The Bidder must present an Organizational Chart indicating at least the following personnel for the project
 - One (1) Software Development Manager
 - Two (2) Project Managers
 - Eight (8) Software Developers
2. The service provider must have its own regular employee pool of personnel for systems administration, deployment, proper quality assurance analysts and technical support staff for the project.

C. Training

The service provider will provide all necessary training to at least 5 DBO personnel comprising of encoders, inspectors, administrators, IT personnel for the usage, administration, and management of the system.

VI. Project Duration

The project duration shall be 60 days upon issuance of the Notice to Proceed observing the schedule of delivery as stated below:

MILESTONES	DELIVERY PERIOD
Process Implementation Plan	5 calendar days from the date of the Notice to Proceed
Registration of Professionals Module	7 calendar days from the date of the Notice to Proceed

Checklist Generator	7 calendar days from the date of the Notice to Proceed
Pre-evaluation Module	14 calendar days from the date of the Notice to Proceed
Technical Evaluation Module	14 calendar days from the date of the Notice to Proceed
Locational Clearance Module	21 calendar days from the date of the Notice to Proceed
Remaining Modules and Project Turnover	60 calendar days from the date of the Notice to Proceed
Training	Within 60 calendar days from the date of the Notice to Proceed
Project Support (Maintenance/Warranty)	1 year
TOTAL	Delivery: 60 Calendar Days from Notice to Proceed Maintenance: 1 Calendar Year

VII. Approved Budget For the Contract (ABC)

The Approved Budget for the Contract is Twenty Nine Million and 00/100 Pesos only (PhP 29,000,000.00)

VIII. Basis of Payments

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Implementation Plan	Receipt of Document	15%
Registration of Professionals Module	Signoff from End User	10%
Checklist Generator	Signoff from End User	10%
Pre-Evaluation Module	Signoff from End User	10%
Technical Evaluation Module	Signoff from End User	10%
Locational Clearance Module	Signoff from End User	10%
Remaining Modules and Project Turnover	Signoff from End User	35%
TOTAL		100%

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 60 days upon issuance of Notice to Proceed. 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 one (1) year warranty upon implementation.
- User manual and installer (if necessary) shall be provided for software components.
- All hardware requirements are existing and to be provided by the Quezon City Government

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 negotiated procurement pursuant to RA 9184 and its IRR.

Recommending Approval:



PAUL RENE S. PADILLA

OIC, Information Technology Development Department



ATTY. MARK DALE DIAMOND P. PERRAL

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