

## **TERMS OF REFERENCE**

### **SUPPLY, TESTING AND COMMISSIONING OF OCCUPATIONAL PERMIT SYSTEM ENHANCEMENT (OPSE) FOR THE QUEZON CITY BUSINESS PERMITS AND LICENSING DEPARTMENT (BPLD) PHASE 3**

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

The Business Permits and Licensing Department aims to improve the Online Occupational Permit System which went live in January 2021, by commissioning a comprehensive system enhancement which will enable integration to Third Party Online Systems, Creation of New Online Modules and implement Feature changes and upgrades to existing online modules.

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

The project's goal is to achieve a simplified, streamlined and user-friendly online system experience for current users of the Business Permits and Licensing Department and ancillary department users and ultimately, the citizen applicants who will be submitting their new and renewal applications for 2023 and beyond. The system enhancement will cover 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 the online module of the Occupational (Work) Permit System under <https://qceservices.quezoncity.gov.ph/>.

##### **A. Integration to Third-Party Online Systems**

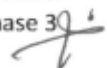
1. BPLD Automated Document Delivery System
  - a. Automated pushing or pulling of data using customized APIs
  - b. Change in the application final processing procedure to take account of the automated sending of the original copy of the Official Receipt
2. QC Health Department's Health Certificate System
  - a. Automated pushing or pulling of data using customized APIs
  - b. Redirection of end-users from Occupational Permit System to QCHD's Health Certificate System
3. QC Health Department's Health Certificate System
  - a. Automated pushing or pulling of data using customized APIs
  - b. Redirection of end-users from Occupational Permit System to QCHD's Health Certificate System
4. QC Public Employment Service Office (PESO)
  - a. Automated pushing or pulling of data using customized APIs
  - b. Data downloaders and uploaders for the First-time Job Seeker database

##### **B. New Online Modules**

1. On-site Processing of Occupational Permit
  - a. Online feature that will allow BPLD representatives to assist applicants in the submission of their Occupational Permit applications on-site
2. Frequently Asked Questions (FAQ)
  - a. Provide end-users with FAQs page
  - b. Provide BPLD internal users a management tool wherein they can add, edit or delete FAQs
3. Final Reviewer Module
  - a. Allows BPLD Head or a deputy to conduct and to document the final review of applications
  - b. Automatic generation and sending of the Occupational Permit electronic copy once approved by the final reviewer
4. Professional/Occupational Tax Receipt Module
  - a. Provision for QC professionals to pay their Professional/Occupational Tax via QC ePayments
  - b. Automatic creation of Order of Payment
  - c. Allows CTO or BPLD to validate payments
5. Occupational Permit Kiosk Access
  - a. Online modules to be used by end-users via the kiosks deployed in BPLD and other key business centers
  - b. Allows end-users to submit their Occupational Permit applications
6. Automatic backup of Occupational Permits to local BPLD onsite server
7. Customer Feedback Survey
  - a. Include the survey link in the Occupational Permit approval email notification
  - b. Web-based customer feedback web form based on BPLD's survey template
  - c. Viewer and extractor of survey data
8. Job Positions Management Tool
  - a. Allow BPLD to add, edit and delete Job Positions
9. Dashboard Report
  - a. Provide real-time summary of completed and ongoing applications

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

1. Revisions on the application form
  - a. Front and Back Health Certificate upload buttons (with emphasized labels)
  - b. Optional NBI Clearance or Police Clearance attachment for representative only with attestation



- c. Additional field for QCID Number (if available)
  - d. When "Check if First Time Job Seeker" is clicked, upload button should appear already
  - e. Additional question: Are you employed under a Recruitment or Employment Agency (Yes/No)
    - i. If "Yes", indicate the Name of Recruitment or Employment Agency
  - f. Enhance and add Industry Categories
2. Revisions on the application process
    - a. Editable requirement details input field for the BPLD Evaluator Access
    - b. Move CHD evaluation to post-release validation for all occupations
    - c. Availability of the application edit function until application approval
  3. Pay via QR
    - a. Generate a QR Code along with the Occupational Permit Order of Payment
    - b. Allow applicants to scan the generated QR Code and system will redirect to QC Online Payment
  4. Revise the Email Notification templates based on BPLD's specifications
  5. Detection of QC eServices account based on email encoded during on-premise application
  6. Hardware Compatibility
    - a. System compatibility with the web camera to take photo
    - b. System compatibility with the digital signature pad for applicant's signature
    - c. System compatibility with the scanner for the uploading of documentary requirements
  7. Revision on the On-Premise Application Module
    - a. Remove BPLD application evaluation process
    - b. Inclusion of Final Review and CHD post-validation

#### **IV. AREA OF COVERAGE**

The Business Permits and Licensing Department within the Quezon City Hall compound.

#### **V. PROJECT STANDARDS & REQUIREMENTS**

##### **A. Track Record**

1. Bidders must have Platinum status in PHILGEPS;
2. Bidders must be duly registered corporation or enterprise with the Security and Exchange Commission (SEC) or the Department of Trade and Industry (DTI);
3. The bidder must be filed with SEC/DTI as an IT company with the purpose of trading of goods and services such as software systems;

4. The bidder must be in the same industry as per their SEC filing for at least five (5) years;
5. The bidder 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;
6. The bidder must be able to fully deliver all components of the project within sixty (60) days upon contract award;
7. The bidding corporation must be duly registered with the National Privacy Commission.

**B. Organization**

1. The prospective bidder must have their regular employee pool of software developers for the project;
2. The prospective bidder must have a minimum of ten (10) employees/pool of personnel for system administration, deployment, proper quality assurance analysts and technical support staff for the project.

**C. Training**

1. The prospective bidder will provide all necessary training for software usage, administration, and management of the web portal to all office-based personnel.

**D. Other Requirements**

1. Bidder must provide initial appropriate and essential information technology hardware during systems development and provision of technical support to the department under this TOR.

**VI. PROJECT DURATION**

The project duration will be for sixty (60) calendar days:

<b>MILESTONES</b>	<b>CALENDAR DAYS</b>
Project Preparation and Mobilization	3 calendar days upon issuance of Notice to Proceed
Process Mapping, Technical Specs Sign-Off	7 calendar days upon issuance of Notice to proceed
Application Programming & Development to Minimum Viable Product	45 calendar days
UAT	3 calendar days
Hand-Over with Two-day Training for 150 BPLD personnel	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 Thirteen Million Pesos (Php 13,000,000.00) 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 Third Party Online Systems
- B. New Online Modules
- C. Feature and Change Requests on Pre-Existing Modules
- D. Hardware Requirements

- 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 the Online Occupational (Work) Permit System for 12 months

H. Project Cost breakdown:

Project Components	Cost
<b>Due Diligence and System Design</b>	
<b>Software Development Cost</b> <ul style="list-style-type: none"> <li>• Integration to current Occupational Permit System</li> <li>• New Online Modules</li> <li>• Feature and Change Requests to Pre-Existing Modules</li> </ul>	
<b>System Documentation, Training Module and Training</b>	
<b>Technical &amp; Customer Service Support – 12 months</b>	
<b>Total Project Cost</b>	

#### VIII. BASIS OF PAYMENT/S

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%
Hand-Over with Two-day Training for 150 BPLD personnel	Signed off by client's authorized personnel	15%
Performance Security Retainer	6 Months	1%
<b>TOTAL</b>		<b>100%</b>

- 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 Occupational (Work) Permit System, 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 Occupational (Work) Permit System 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.

1. User manual shall be provided for software components.
2. All hardware requirements are existing and to be provided by BPLD department.
3. Data collected and processed is fully-owned by the Quezon City Government.

Terms of Reference endorsed, reviewed and certified by:



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



**PAUL RENE PADILLA**  
City Government Department Head III  
Informational Technology Development Department



**MICHAEL ALIMURUNG**  
City Administrator