SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF THE SINGLE TICKETING SYSTEM FEATURE FOR THE ORDINANCE VIOLATION REPORT SYSTEM OF QUEZON CITY

a. **RATIONALE AND BRIEF BACKGROUND** - To support the initiative of the Land Transportation Office (LTO) to provide a unified ticketing system for all traffic violations nationwide, the existing online ordinance violation reporting system of Quezon City LGU needs to be updated to work with the LTO system.

b. **PROJECT DESCRIPTION** - The project's objective is to allow QC LGU to send reports of and incidences of traffic violations to the unified ticketing system of the Land Transportation Office (LTO). Each traffic violation will be tagged to the driver's license of the violator, thereby allowing LTO to impose demerits and penalties. Phase 1 shall be a cloud-based system while a 2nd phase can possibly be implemented for an on-premise system.

c. **PROJECT STANDARDS AND REQUIREMENTS**
    The following are the minimum qualifications and requirements for the Contractor or Bidder:

    i. Track Record
        a. The service provider must be in the same industry as per their DTI or SEC filing for at least five (5) years
        b. The service provider should have been in operation for at least five (5) years
        c. The service provider should have implemented a public or private project with a single completed contract amounting to at least fifty percent (50%) of the ABC.

    ii. Organization
        a. Service providers must have Platinum status in PHILGEPS
        b. The service provider must be a duly registered company with DTI or SEC filing
        c. The service provider must be filed with DTI or SEC as an IT company with the purpose of software development and the supply of IT-related goods and services
        d. The service provider must be duly registered under the National Privacy Commission (NPC) and submit a copy of current and valid NPC Registration
        e. The service provider shall guarantee that the system shall abide with the DATA PRIVACY ACT OF 2012 to ensure that the personal information is protected.

iii. Manpower
  a. The service provider must have their own headcount of software developers.
  b. The service provider must have their own support staff to conduct support tasks for the project such as system administrators and quality assurance testers.
  c. Staff complement:
      i. Overall Project Manager – college graduate (preferably IT-related courses) and with at least five (5) years experience on this field
      ii. Senior Web Developer – college graduate (preferably IT-related courses) and with at least two (2) years experience on this field
      iii. Cloud Server Administrator – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
      iv. Web Security Engineer – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
      v. Quality Assurance and Testing Staff – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field

d. SYSTEM FEATURES

  a. DPOS users should be able to return partially used booklets and reissue them to other enforcers.

  b. The System should be able to restrict the issuance of too many booklets to an enforcer.

  c. The System should allow the DPOS users to view Traffic and non-Traffic tickets separately.

  d. When encoding a ticket, the encoder should be able to easily the view the last ticket of the apprehending officer.

  e. The System should allow authorized users to modify certain fields such as Apprehension Date, Assessment Date and Payment Date as needed.

  f. DPOS Personnel should be able to define holidays in the system so it will not be counted towards penalty computation.

  g. The System should be able to handle the new penalty computation as per Ordinance No. SP-3052, S-2021, while the old penalty computation should still apply to old tickets.

  h. The System should be able to stop the penalty accumulation for old tickets once the violator has been issued a new ticket.

i. The System should not require a reassessment if there is already an existing assessment that is still valid and has not yet reached its Due Date.

j. The System should allow for tickets to be adjudicated and revised by either decreasing the number of penalty days to be charged; changing the violation codes to be applied to the ticket; or by removing some of the violations listed on the ticket.

k. DPOS personnel should still be able to see the original ticket information for adjudicated tickets.

l. Old unpaid ticket data from the old system should be migrated into the new system so that DPOS can continue transacting the old tickets in the new system.

m. DPOS Users should be able to define the agencies that an enforcer can be assigned to.

n. System should be able to track the agency and area of jurisdiction that each enforcer is assigned to.

o. System should track the date of issuance and expiration date for the deputation number of each enforcer.

p. The System should be able to generate certain reports that will help DPOS determine the amount to payout to its agencies and officers, such as the Agency Incentive Report and Deputized Officer Payroll Report.

q. The System should be able to generate the Recapitulation of Deputized Traffic Enforcer Report.

r. The System should be able to generate the Violation Count per Place of Apprehension Report for Traffic or Non-Traffic violations, with the option to show the vehicle type breakdown for traffic violations.

s. The System should be able to generate the Transmittal Report according to the template to be provided by DPOS. The Transmittal Report should be able to segregate online payments from OTC payments.

t. In the Citizen's Portal, payor or violator should be allowed to print the Order of Payment which can be used for paying onsite or via Landbank over the counter. It should contain the complete details of the ticket, reminders and instructions that are customized for City Ordinance or Traffic Apprehension, as well as the contact information of the OVR Redemption Center.

u. In the Citizen's Portal, the payor or violator should be provided with step-by-step instructions on how to pay through the Citizen's Portal.

v. Violators should be able to view their payment summary in the Citizen's Portal.

w. Violators with multiple unpaid tickets should be given specific instructions on what to do and not be eligible to pay online.

x. Violators involved in a vehicular accident or had their vehicle impounded should be given specific instructions on what to bring and not be eligible to pay online.

y. The system should generate a billing number that will be inserted in the CTO Misc POS if the user prints the Order of Payment through the Citizen's Portal.

z. For online payments, the System should be able to automatically retrieve payment information from the CTO POS such as official receipt number and payment date.

aa. The system should allow violators to pay onsite at the DPOS office or over the counter even if their ticket was assessed online through the Citizen's Portal.

bb. The system should allow violators to pay online through the Citizen's Portal even after having their tickets assessed onsite at the DPOS office.

cc. The System should have a portal for the City Treasurer's Office (CTO) for viewing and verifying online payments.

dd. The System should have a dashboard for showing traffic tickets and non-traffic tickets assessed and paid online.

ee. The System should call the APIs provided by LTO to allow DPOS users to sync traffic tickets to the LTMS (Land Transportation Management System of LTO) so that the LTMS can issue demerit points and place an 'Alarm' on the violator's record.

ff. The System should call the APIs provided by LTO to sync payments of traffic tickets to the LTMS so that the LTMS can mark the ticket as settled or paid and "Lift" the alarm placed on a violator.

gg. The System should keep track of Syncing results so DPOS users can investigate as to why a ticket could not be synced to the LTMS

hh. The system, 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.

ii. The system will conform with data privacy laws. The application must also conform/abide with the Department of Information and Communications Technology (DICT) Philippine Government's Cloud First Policy (latest version).

jj. The system will register the subdomain to the DNS service provider of quezoncity.gov.ph.

e. TRAINING

The service provider will provide all necessary trainings to at least five (5) users for the usage of the system with four (4) hours training duration. A separate training for key DPOS and ITDD personnel will be conducted for the administration and management of the system with an equivalent four (4) hours of training.

f. AFTER SALES SUPPORT

The service provider will submit an Affidavit of Undertaking stating the following:

- Software Component will have one (1) year warranty upon implementation.
- User manual and installer will be provided for software components.
- All hardware requirements are existing and to be provided by the Quezon City Government
- Technical support:
  i. Workdays from 8AM to 5PM, expect a response within the day or by next day
  ii. Weekends and holidays, expect a response by next workday

II. DELIVERY SCHEDULE

The delivery schedule will be within sixty (60) calendar days upon the issuance of the Notice to Proceed observing the schedule of delivery as stated below:

MILESTONES	DELIVERY PERIOD
Project Implementation Plan	5 calendar days from the Notice to Proceed
Application Development	60 calendar days from the date of the Notice to Proceed
Training and Turnover	7 calendar days from Certificate of Acceptance
Project Support and Maintenance	1 year

VI.   APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract (ABC) amounts to Twenty Million Pesos Only P20,000,000.00 VAT inclusive.

System Design	
Software Development Cost	
New Online Modules	
Feature and Change Requests to Pre-Existing Modules	
Realignment with upgrades to QCeServices	
System Documentation, Training Module and Training	
Technical and Customer Service Support - 12 months	
Cloud Hosting – 12 months	
TOTAL	**20,000,000.00**

VII.   BASIS OF PAYMENT

a. Upon submission of the system for internal testing, the procuring entity will release fifteen percent (15%) of the total winning bid amount to the service provider.

b. Upon deployment of the system online, the procuring entity will release eighty-four percent (84%) of the total winning bid amount to the service provider.

c. One percent (1%) of the total winning bid amount will be released one (1) year after the final acceptance of the system as performance security.

VIII.   PENALTIES FOR BREACH OF CONTRACT

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

IX.   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.

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