

TERMS OF REFERENCE (TOR)

SUPPLY, DELIVERY, DEVELOPMENT, INSTALLATION, TESTING AND DEPLOYMENT OF LEGAL DOCUMENT INFORMATION SYSTEM (LEDIS) WEB APPLICATION

I. RATIONALE AND BRIEF BACKGROUND

The Local Government of Quezon City's Department of Building Official (DBO) aims to ensure that all complaints and case information in its database are considered in the performance of its regulatory function of providing permits and licenses. Furthermore, the DBO also aims at developing an electronic documents lifecycle for its legal Documents and its supporting documents with the development and implementation of the Legal Document Information System (LEDIS).

The lifecycle includes the divisions' workflow from the generation of legal documents and communications to the digitization and publishing of these documents from small to legal format and multiple relational documents.

There are three (3) phases for the implementation of the Project namely:

1. Delivery of Hardware and IT Equipment
2. Development and Customization of the Legal Document Information System (LEDIS)
3. Technical support and maintenance

II. PROJECT DESCRIPTION

The project is an offline web application system that will record all building complaints to the concerned division of the Department of Building Official. The system will have a legal documents and communication templates generation for complaints, inspection, legal dispositions that includes cease and desist orders, hearing orders and resolutions. The project also includes development of workflow for digitizing, storing, indexing and retrieval system. A reporting module will also be produced in the system, users can search, view cases and complaints for building permits and licenses.

The Department of Building Official Legal Document Information System (LEDIS) is envisioned to fully satisfy the needed adequacy to record building complaints, verify each case, monitor verified reports, and generate letters, communications, and other legal documents. This project will also implement identified IT services for consistent and accurate practices and opportunities for improvement to the City Government.

III. PROJECT SCOPE OF WORK

The project shall cover the delivery of services for the installation, configuration, customization, testing, deployment, documentation, training, and implementation of the LEDIS, which includes but not limited to the following:

1. Project Management
 - a. Project Plan
 - b. Customization and Installation of LEDIS to users
2. Project Documentation
3. End User Training for three (3) days minimum of 10 participants
4. Warranty and Support Services 1 year coverage after full acceptance of project

1. SYSTEM SPECIFICATIONS

- a. Perpetual License with unlimited users of the Department of Building Official Legal Document Information System (LEDIS)
- b. The Department of Building Official Legal Document Information System (LEDIS) Project components will all be connected via Local Area Network.
- c. The Servers will host all digital files, application systems and databases that will be accessed by workstations within the network.
- d. The Department of Building Official LEDIS is a client server system with an authentication system for security on the access level identified in the system.
- e. The system will be programmed using PHP components and Microsoft SQL Server 2019 database or latest version
- f. Reporting Module - this provides the needed reports by the office
- g. Printing Module – this provides printing capability
- h. Maintenance Module – this administration module provides simple and effective administration of the system such as reference table maintenance
- i. Other functionality is administration of the system such as user authentication, system diagnostics and system policies.
- j. Performance statistics window presents strategic decision-making information. This includes number of records and status and others.
- k. Compliance to Data Privacy Law, data and all documents are exclusive property of Department of Building Official only and shall be processed with utmost protection.

2. HARDWARE SPECIFICATIONS

- a. Server (1 Unit) – To be installed in DBO server room
 - Server - Local Server/ Physical
 - Processor: **10 cores**, up to two 2nd Generation Scalable Processors, or its equivalent benchmark processor
 - Operating System: Microsoft windows server 2019 or latest, license for up to 16 cores
 - Storage: up to 16x2.5" SAS/SATA **12TB HDD**, Max 61TB
 - Memory: **32GB RAM** DDR4 DIMM Slots, Supports RDIMMs/ LRDIMMs
 - Power Supply: **750W Hot plug**
 - Form Factor: **Tower Type**
 - Black Wired Multi-Media Keyboard English (same brand of the server)
 - Optical Mouse - Black (same brand of the server)
- b. Uninterruptible Power Supply (UPS) 1.5 KVA (1 unit)
- c. Workstations (6 Units)
 - 21 inches monitor
 - Intel i5 processor 10th Generation or its latest equivalent benchmark
 - 8 GB Memory
 - 4GB Video Card
 - 1TB Hard disk
 - Windows 11 Pro or latest
 - UPS 600 VA
 - Mouse and keyboard (same brand)
 - Office Productivity Tools latest version
 - Standard Anti-virus license
- d. Regular size scanner with feeder (4 Units)
 - Scanning Type: Duplex scanning
 - Feeder Capacity: 100 sheets of paper
 - Scanning Speed: 50 page per minute in colored and in black and white
 - Scanning Method: Color CIS (600 dpi) / Black or White Background / Sensor: CMOS
 - Scanning Resolution: 100 – 600 dpi (1 dpi step)
 - 1,200 dpi (Interpolated)
 - Optical: 300 dpi / 600 dpi (Automatic switch)
- e. Image scanner (2 Units)
 - Scanner Type: Overhead, Simplex

- Scanning Modes: Color, Grayscale, Monochrome, Automatic (Color / Grayscale / Monochrome detection)
 - Scanning Speed: 1 second / page
 - Image Sensor: Lens reduction optics /Color CCD x1
 - Light Source: (White LED + Lens illumination) x 2
 - Optical Resolution 275 to 353 DPI
 - f. Server equipment for LEDIS and Portable Hard disk 4TB (4 Units HDD)
 - g. Local Area Network Specifications (1 set)
 - Structured Cabling with Patch Panels and Patch Cords
 - Switch/Router 24 ports Gigabit switch
 - Moldings
3. **MANAGED SERVICES**
- a. Project Management
 - Project Kick off
 - Qualified Project Manager and PM Team
 - Full Documentation on Project implementation
 - b. Customization
 - System enhancement/change including development, testing, deployment, training, and warranty
 - Support on system and data administration to ensure optimum performance of the system
 - c. Warranty, Maintenance and Support
 - Two (2) hours response time for critical issues/Priority
 - 1 year coverage after full acceptance of project

IV. AREA OF COVERAGE

The Department of Building Official Legal Document Information System (LEDIS) will be deployed in a local server of the Department of Building Official and will be available for applicable DBO users only. The system will include ownership licenses plus licenses of system proprietary software. The turnover of the system will include a year of maintenance on the infrastructure and application systems on the defined functionalities.

V. PROJECT STANDARD REQUIREMENTS

The following are the minimum qualifications and requirements for the Contractor or Bidder:

- I. Track Record
 - a. The services provider must be in the same industry as per SEC or DTI filing for at least five (5) years.
 - b. The services provider should have been in operation for at least five (5) years.
 - c. The services provider must have implemented and completed a similar information system or a project similar to the Legal Documents Information System (LEDIS) within the last three (3) years.
 - d. 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 provider must have a Platinum status in PhilGEPS.
 - b. The service provider must be a duly registered company with SEC or DTI filing.
 - c. The service provider must be duly registered under National Privacy Commission.

- d. 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

The contractor/Service Provider/Bidder shall have the critical technical knowledge that includes knowledge of database systems; ability to manage database system integration, implementation, and testing; ability to manage relational databases and create complex reports; knowledge and ability to implement data and information policies, security requirements; and knowledge of client tools used by business users. The project should provide the following Professional Services:

- a. Project Manager (1) - The Project Manager should have at least experience in Systems Integration projects.
- b. System Analyst (1) – System Analysts will identify and develop functionalities and modules of the system by using design techniques and implement them into the production environment.
- c. Programmers (2) – Programmers will develop and customize the LEDIS. They should have a background in web-based applications.
- d. Systems Administrator (1) – System Administrators are for the installation and configuration of systems that includes operating systems, security systems, and backup systems. These administrators will provide support systems to assure continuous operation of the systems including all servers, storages, and software systems.
- e. Technical Support (1) – Provides technical support to assure all facilities including all computers, network and peripherals are all in good condition and technical support to system components.

VI. TRAININGS

The service provider will provide necessary trainings to at least two (2) DBO Complaints division user for the encoding of complaints and at least two (2) DBO users for the review and issuance of cease-and-desist order with four (4) hours training duration. A separate training for key DBO user for the administration and management of the system and Information Technology Development Department (ITDD) personnel with an equivalent of four (4) hours training.

VII. 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 components will have one (1) year warranty upon delivery and configuration.
- Technical Support:
 - Workdays from 8AM to 5PM, expect a response within the day or by next day.
 - Weekends and holidays, expect a response by next workday

VIII. DELIVERY SCHEDULE

The project duration shall be sixty (60) calendar days from the date of the issuance of the Notice to Proceed.
observing the schedule of delivery as stated below:

MILESTONES	DELIVERY PERIOD
Delivery of Hardware	Within 30 days upon receipt of Notice to Proceed
Development and Customization Legal Document Information System (LEDIS)	Within 60 days upon receipt of Notice to Proceed

Training and Turnover	7 calendar days upon completion of development and customization of Legal Document Information System LEDIS).
Project Support and Maintenance	One (1) year upon project completion and acceptance.

IX. BASIS FOR PAYMENT

The terms of payment shall be based on the following completed deliverables:

- a. Upon submission of the delivery of the Project Management Plan, the procuring entity will release fifteen percent (15%) of the total winning bid amount to the service provider.
- b. Upon completion of delivery, configuration of IT Equipment, the procuring entity will release ten percent (10%) of the total winning bid amount to the service provider.
- c. Upon deployment of the system, the procuring entity will release seventy four percent (74%) of the total winning bid amount to the service provider, including the following:
 - Delivery of the Legal Document Information System
 - Knowledge Transfer/ Training
- d. 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.

X. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract (ABC) amounts to Nine Million Pesos **Php9,000,000.00**.

COST DERIVATION

Software Development Cost		
• <i>Complaints Entry module</i>		
• <i>Case File entry module</i>		
• <i>File Management (Uploading, Indexing, Inquiry)</i>		
• <i>Inspection and Legal Disposition module</i>		
• <i>Reporting Module</i>		
• <i>System Administration Module</i>		
• <i>System Architecture Module</i>		
Technical and Customer Service Support		
Documentation, Training, End User Support and Maintenance		
Delivery, Configuration of IT Equipment		
TOTAL		9,000,000.00

XI. 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.

XII. 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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