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TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF A CONSOLIDATED COMPREHENSIVE SYSTEM ENHANCEMENT OF THE BUSINESS ONE STOP SHOP MODULE UNDER THE QC E-SERVICES PORTAL ADOPTING THE WHOLE OF GOVERNMENT PRINCIPLE AS PROVIDED UNDER RA 11032 OTHERWISE KNOWN AS THE EASE OF DOING BUSINESS AND EFFICIENT DELIVERY OF GOVERNMENT SERVICES ACT OF 2018 AND ITS IMPLEMENTING RULES AND REGULATIONS

I. RATIONALE AND BRIEF BACKGROUND

The Business Permits and Licensing Department recognizes the need for enhancing its existing systems, namely, the Online Unified Business Permits and Application System (OUBPAS) and the Automated Inspection and Assessment System (AIAS). To achieve this, the department has decided to commission a comprehensive system enhancement project.

II. PROJECT DESCRIPTION

The main objectives of this project include enabling seamless integration with internal and third-party online systems, developing new online modules to cater to evolving requirements, and implementing necessary feature changes and upgrades to the existing online modules. This initiative will contribute to streamlining processes, improving efficiency, and providing a better user experience. The system enhancement project represents the department's commitment to continuously improving its services and adapting to evolving requirements.

III. PROJECT SCOPE OF WORK

The service provider shall develop, test and deploy the following features and changes in the online module of the Online Unified Business Permit Application System (OUBPAS) and the Automated Inspection and Assessment System (AIAS) under <https://qceservices.quezoncity.gov.ph/>, to wit:

A. OUBPAS Enhancement

i. Integration to Internal and/or Third-Party Systems

- a. Integration of the OUBPAS and Market Development and Administration Department's (MDAD) Market One-Stop Shop (MOSS)
 1. Update the Online Unified Business Permit Application Form to incorporate market-related questions
 2. Customized APIs to push data from OUBPAS to MOSS and to pull data from MOSS to OUBPAS
 3. Redirection of users from OUBPAS to MOSS
- b. Feasibility study of the integration of OUBPAS and ancillary departments' /offices' online systems



1. Conduct due diligence with the following ancillary offices to document their current systems and processes related to business permitting, to wit:
 - i. Zoning Classification System (for business)
 - ii. City Assessor's Office (CAO)
 - iii. Department of Sanitation and Clean-up Works of Quezon City (DSQC)
 - iv. Department of Public Order and Safety (DPOS)
 - v. Traffic and Transport Management Department (DTTM)
 - vi. QC Tourism Department (QCTD)
 - vii. City Veterinary Department (CVD)
 2. Propose integration specifications with the following objectives:
 - i. Automated pulling of business data from OUBPAS to ancillary office's system
 - ii. Automated pushing of ancillary clearance status and information from ancillary office's system to OUBPAS
 3. Development of all necessary APIs required to achieve integration objectives
- c. Feasibility study of the integration of OUBPAS and the BPLD Document Archiving and Digitization System
1. Conduct due diligence and propose integration specifications with the following features that will enable the two systems to seamlessly communicate, share data, and streamline document-related processes:
 - i. Data Synchronization
 - ii. Document Indexing and Search
 - iii. Document Retrieval and Access
 - iv. Workflow Integration
 - v. Security Access and Control
 - vi. Audit Trail and Logging
 - vii. Error Handling and Notifications
 2. Development of all necessary APIs required to achieve integration objectives

ii. New Modules

- a. On-premises queuing system across all BPLD services
 1. Real-time queueing system for on-premise services with online viewer
 2. Delivery of 55-inch LED Monitors (7 units)
 3. Delivery of Queue Number thermal printer (2 units)
- b. Document Tracking System with the following features:
 1. Document Repository
 2. Document Versioning
 3. Document Search and Retrieval

4. Audit Trail
 5. Notifications and Reminders
 6. Document Tagging and Categorization
 7. Reporting and Analytics
 8. Mobile Access
- c. Data Dashboard for Key Performance Indicators
1. Application Processing Time
 2. Application Approval Rate
 3. Application Backlog (Queuing and Aging Applications Report)
 4. Compliance Rate
 5. Staff Productivity
 6. Revenue Generation
 7. Customer Satisfaction
- d. Business Retirement (Partial or Full) Application with the following features:
1. Submission of application and requirements via OUBPAS
 2. Assessment and issuance of order of payment (CTO)
 3. Online Payment and Validation (CTO)
 4. Issuance of electronic Acknowledgement Receipt (Intermediary/CTO)
 5. Issuance of digital copy of Notice of Retirement (OUBPAS)
 6. Furnishing of copy of Notice of Retirement to ancillary departments (OUBPAS)
 7. Issuance of printed copy of Certificate of Retirement (CTO/BPLD)
 8. Integration to ADDS for delivery of physical copy of Certificate of Retirement (BPLD)
 9. Integration to AIAS for post retirement inspection (BPLD)

iii. Feature and Change Requests on Pre-Existing Modules

- a. Revised application process for amendment application
1. Process streamlining based on end-user feedback
 2. Additional tick box/selection for Amendment Type:
 - i. Change of Ownership
 - ii. Change of Location/Transfer of Location
 - iii. Change of Line of Business/Additional Line of Business /Reduction of Line of Business
 - iv. Etc.
 3. Automated routing of application to ancillary departments based on the Amendment Type
- b. Revised application process for businesses related to Gaming Activities as provided under City Ordinance No. SP-2773, S-2018, as amended, otherwise known as the Quezon City Gambling Regulatory Ordinance
1. Additional approver access: Gambling Regulatory Advisory Council (GRAC) Secretariat

2. Revised evaluation and approval process
 - i. New
 - ii. Renewal
 - iii. Amendment
 3. Additional module on the validation of LONO or GRAC Resolution
 4. Automated generation of GRAC Resolution and BPLD LONO
- c. Revisions on the Applicant Access
1. Redesigned User-Interface User-Experience (UI-UX)
 - i. Multi-step form with progress indicators
 - ii. Improved mobile-responsiveness
 - iii. Updated form fields based on latest business requirements
 2. Additional Attachment in Owner Field: Require Affidavit of Undertaking for Government Owned Properties
 3. Additional Important Note/Reminders - Travel Agency are required to submit surety bond
 4. Additional data fields for the Contract of Lease Validity
 5. Additional Email Notification for Pending Application (Returned by Evaluator)
 6. Remove the Cancel Button if the application was returned by BPLD Chief/Head
 7. Provision for Additional Upload Button (10)
- d. Revisions on the Search Business Module
1. Display Ancillary Status in the summary table
 2. Additional Search Filter: QC E-Services Email Address
 3. Change Account Verification List to Queuing (BPD Chief)
- e. Revisions on the Records Division Access
1. Allow the Records Division to update the compliance status of the businesses
 2. Allow the uploading of national and local ancillary clearance soft copy
- f. Revisions on the Final Reviewer Access
1. New Biz Tax Computation: Include Section 138 of the Quezon City Revenue Code on Zoning and/or Locational Clearance Fees
 2. Include a Reject Application feature
- g. Revisions on the BPD Chief and BPLD Head Access Levels
1. Mayor's Permit e-copy viewer
 2. Allow updating of applications submitted via the kiosks
- h. Enhancement on the Special Permit Application Module
1. Changes on the application form: Additional requirements and other fields
 2. Revisions on the General Instructions
 3. Allow routing of applications to ancillary departments
 4. Generation of CTO copy of Special Permit for cash bond purposes
 5. Generation of Special Permit e-copy upon BPLD Head approval
 6. Revisions on the email notification

- i. Enhancements on the Amendment Application Module
 - 1. Generation of Order of Payment for the amendment/miscellaneous fees
 - 2. Integration to QC PayEasy
 - 3. Creation of API to push amended business data to ITDD servers
- j. Enhancements on QC Biz Search module
 - 1. Display the link to QC Biz Search in OUBPAS Homepage
 - 2. Allow users and BPLD evaluators to search for a specific business using the MP No. or using other parameters such as but not limited to:
 - i. Business name/details
 - ii. Line of Business and barangay
 - iii. Last name of owner and barangay
- k. Enhancements on Negative List Management
 - 1. Allow BPLD to tag the department that requested for the inclusion of the business in the negative list
 - 2. Update the negative list prompt displayed in the applicant access
- 1. Enhancements on the Liquor Permit Application Module
 - 1. Revisions on the Applicant Access
 - i. Allow applicants to submit Liquor Permit amendment applications online
 - ii. Allow applicants to pay via QR Code in the order of payment
 - iii. Auto-populate the information in the application form
 - iv. Retain Liquor Permit Number during Liquor Permit renewal application
 - v. Updates on the email notifications
 - 2. Revisions on the Liquor Licensing Division (LLD) Access
 - i. Allow LLD to cancel applications
 - ii. Addition of "Payment Stage" in in-person application process flow
 - iii. Allow LLD to process in-person amendment applications
 - iv. Adjusting max character and line count of Printing Remarks Fields in Encoding Module
 - v. Rename "For LLD Chief Approval" module to "For LLD Chief Recommending Approval".
 - vi. Include "LLD Chief Review Stage" for New Application Type
 - vii. Auto-revert expired order of payment back to Assessment stage
 - viii. Display encoding timestamp in all modules and viewers
 - ix. Create Reports Module to allow LLD to extract Summary Report & Application List
 - x. Create "Change Application Status" module for approval of change application status requests
 - 3. New Online Features
 - i. Special Event Liquor Permit Module
 - ii. Liquor Permit Retirement (Partial or Full) Module

4. Additional modules for CTO Access
 - i. CTO Transmittal Report Extraction
 - ii. Payment Validation Module Enhancement
 - iii. Validated Payment Report Module
5. Dashboard for Key Performance Indicators
 - i. Application Processing Time
 - ii. Application Approval Rate
 - iii. Application Backlog (Queuing and Aging Applications Report)
 - iv. Compliance Rate
 - v. Staff Productivity
 - vi. Revenue Generation
 - vii. Customer Satisfaction
- m. Enhancements on the Locational Clearance application module
 1. Conditional evaluation based on the application's declared business activity and zone class
 2. Automatic tagging of applications as Not Permitted based on the declared business activity and zone class
 3. Approval of ZAU Head on Conditional Applications
 4. Conditional evaluation based on business area, total floor/bldg area, and office purpose question
- n. Enhancements on the Evaluation Pages
 1. Include an evaluation checklist with automatic generation of remarks
 2. Flagging of applications originated from email addresses with multiple applications
 3. Enhancement on the queuing of applications submitted for re-evaluation
 4. Display real time ranking of evaluators based on number of evaluated applications
 5. Ability for the evaluators to record Away-from-Desk with pre-set categories (meeting, field work, break, etc.) and remarks
- o. Enhancements on the Online Queuing System
 1. Automatic assignment of an application to evaluator upon his/her log-in to the system or upon completion of an evaluation.
 - i. Display hours of aging of ongoing evaluation
 - ii. Use of Away-from-Desk feature to prevent automatic assignment when the evaluator needs to log-out, attend a meeting, take a break, etc.
 2. Provision to allow Division Chiefs to enable/disable automatic assignment to evaluators per application type (New, Renewal, Amendment, Special/Short Term Permit, etc.)
 3. Provision to allow BPLD Head to re-assign pending applications on demand
 4. Real-time evaluator ranking dashboard based on productivity
- p. Enhancements on the printing and releasing modules
 1. Generation of Transmittal Report of Printed Permits
 2. Printed Report vs. Transmitted vs. MPs with Error

- q. Other general updates
 - 1. Update Mayor's Permit template (e-copy and original printed copy)
 - 2. Update Liquor Permit template (e-copy and original printed copy)
 - 3. Update Special Permit template (e-copy)
 - 4. Enhancement on the Remarks History Viewer

B. AIAS Enhancements

i. Integration and process streamlining with OUBPAS

- a. Safety Seal
 - 1. Safety Seal Updated Checklist
 - 2. Safety Seal e-Copy viewer for online application
 - 3. Hide Safety Seal for Learning Institution
- b. Liquor Licensing Division (LLD) Mission Order Generator
 - 1. Allow LLD Encoder to encode Mission Order for inspection
 - 2. Provide access to LLD Chief to review and update encoded Mission Orders for approval of the BPLD Head
 - 3. Provide access to BPLD Head to approve or reject application after review of LLD Chief
 - 4. Create separate access for printing of LLD Mission Orders
- c. AIAS Inspection Result Tagging to OUBPAS
 - 1. Display tagging during evaluation of application
 - 2. Parameter: Matched Business Name only
 - 3. Pop-up of inspection result details displaying relevant information
 - 4. Hyperlink on the actual inspection result
 - 5. Apply on BPLD Initial Evaluator, Final Reviewer, BPD Chief, BPLD Head, and Search Business (BPLD and AIAS access only) module
 - 6. Apply on New, Renewal, and Amendment applications
- d. Endorsement for Inspection by BPD Chief
 - 1. Provision to endorse a business to AIAS for inspection
 - 2. With approval of Inspection and Verification Division (IVD) Chief and BPLD Head
 - 3. Tracking of endorsed businesses for inspection

ii. New Modules

- a. Unlisted Business Feature
 - 1. Allow inspectors to conduct inspection on businesses not listed in the mission order provided there is an existing Mission Order for the specific barangay
 - 2. Applied on both Compliance Monitoring and On-The-Spot mission orders
- b. Safety Seal Reports Generator

1. Provide access to BPLD Head and Enforcement and Adjudication Division (EAD) to extract Safety Seal query for online and encoded records
 2. Allow user to filter the date range and type of report to be extracted
- c. Mission Order-Inspector Assignment Module
1. Management page for updating of assigned district for inspectors
 2. Viewer of assigned inspectors per district
- d. AIAS Data Dashboard for Key Performance Indicators
1. Efficiency/Productivity/Timeliness of Report (no. of completed inspections per day as against the no. of mission orders issued)
 2. Inspection Completion Time (measures the average time taken to complete an inspection)
 3. Compliance Rate (measures the percentage of inspections that result in compliance with the predefined standards or regulations)
 4. Inspection Coverage (measures the percentage of entities or facilities that have been inspected within a specific time period)
 5. Enforcement Actions (measures the number and types of enforcement actions taken as a result of inspections)
- e. Additional AIAS User Access
1. Mission Order Printer Access – Allow printing of BPLD Mission Orders
 2. Legal Enforcer Access – Tagging of delivered legal letters to business owners
 3. Legal Personnel 2 Access – Access to Negative List management module
 4. Verification Chief Access – Generation of Mission Orders and access to Inspection Result and Search Business modules
 5. LLD Encoder Access – Encoding of LLD Mission Orders
 6. LLD MO Printer Access – Allow printing of LLD Mission Orders
 7. Auto-assignment of generated Inspection Reports per Case Officers
 8. Uploading of signed communication for previously docketed/acted inspection reports

iii. Feature and Change Requests on Pre-Existing Modules

- a. Changes on the Mission Order Generation
1. Compliance Monitoring and On-The-Spot Inspection
 - i. Clustering of assignment of inspectors
 - ii. District and Barangay Tagging
 2. Compliance monitoring/regular inspection
 - i. Remove inspected businesses from OTS in generation of Compliance Monitoring
 - ii. Update basis of Mission End Date from generation of Mission Order to approval of BPLD Head
 3. On-the-Spot inspection

- i. Add filter in generation of Mission Order (Trade Name, Name of Owner, Address)
 - ii. Multiple Businesses per Mission Order
- b. Legal Management Module
 - 1. Legal Access Updated Process Flow (Legal Personnel > Legal Supervisor > BPLD Head > Legal Enforcer > Citizen)
 - 2. Update 9 Legal Action Templates
 - 3. Additional template for Case Closed
 - 4. Additional Blank Template
 - 5. Legal Action - Additional 13 templates with system generated electronic signature of the BPLD Head upon approval
 - i. Operating Beyond Authority (Needs to secure Mayor's Permit)
 - ii. Non-compliance with ancillary permits and clearances
 - iii. Show Cause Order before Closure Order
 - iv. Show Cause Order before revocation of Mayor's Permit
 - v. LLD Endorsed
 - vi. Final Notice
 - vii. Lifting of Cease and Desist Order
 - viii. Lifting of Temporary Closure Order/Closure Order
 - ix. Re-Implementation of Closure Order
 - x. Reinstatement of Mayor's Permit with Lifting Order
 - xi. Temporary Lifting of Closure Order
 - xii. Case Closed (LLD)
 - xiii. Time Extension
 - 6. Summary Dashboard: Add count of "For Approval" and "Approved" by BPLD Head
 - 7. Tagging of businesses with open cases with automatic flagging to evaluators and inspectors
- c. Negative List
 - 1. Negative List Viewer
 - 2. Negative List Department Tagging
 - 3. Negative List Prompt Ancillary Details (Email Notification, Prompt during application)
- d. Changes on the Inspection Form
 - 1. With Functioning CCTV tick box
 - 2. Breastfeeding Station
 - 3. Additional Questions Related to PWD
 - 4. Owner/Leased Question
 - 5. Copy Compliance Monitoring Inspection Form to OTS Inspection Form
 - 6. Photos of Establishment max attachment from 5 to 10
 - 7. Optional fields under Ancillary Section (clearance number, validity)
 - 8. Add "No Mayor's Permit" tick box in the MP attachment when no MP is presented



- e. Other general updates
 - 1. Add Search Business module on Inspection Supervisor access
 - 2. Allow searching by Mission Order and Report No. in Inspection Result module
 - 3. Add Department filter in Accomplishment Report module
 - 4. Update content of the body in Inspection Result PDF Template
 - 5. Add Mayor's Permit in Mission Order PDF and Inspection Result PDF
 - 6. Notify business owners with scheduled inspection
- C. Technical Training and Knowledge Transfer
 - i. Training of at least five (5) BPLD technical personnel on OUBPAS troubleshooting, maintenance and simple system modifications
 - a. Turn-over and review of all user manuals
 - b. Eighty (80) hours of highly technical training sessions with code review, Q&A and hands-on exercises
- D. Technical and Customer Service Support for 12 months
- E. 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 OUBPAS for new, renewal, amendment, special business permit applications and retirement.

IV. PROJECT STANDARD AND REQUIREMENTS

- A. The service provider must have provided a similar system to one or more Philippine Local Government Unit/s or private companies in the last five (5) years) which is still in use.
- B. 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.
- C. The service provider must be filed with the DTI or SEC as an IT company with the purpose of trading goods and services such as software systems.
- D. The service provider must be in the same industry as per their DTI or SEC filing for at least five (5) years.
- E. The service provider must deliver all system components within ninety (90) calendar days upon contract award.
- F. The bidding corporation must be duly registered with the National Privacy Commission.
- G. The service provider must have its own regular pool of employees or personnel for system administration, deployment, proper quality assurance analyst and technical and support staff for the project.

V. AREA OF COVERAGE

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

VI. DELIVERY PERIOD

The delivery period must be within one hundred twenty (120) calendar days upon issuance of the Notice to Proceed.

MILESTONES	CALENDAR DAYS
Project Preparation and Mobilization	15 calendar days upon Receipt of Notice to Proceed
Process Mapping, Technical Specifications Sign-Off	12 calendar days
Application Programming & Development to Minimum Viable Product	60 calendar days
UAT	2 calendar days
Training and Handover	1 calendar day
Project Support	12 months from handover date

VII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) amounts to Thirty Two Million Pesos Only [PHP 32,000,000.00] VAT inclusive.

COST DERIVATION

DESCRIPTION	AMOUNT
System design and data model	
Software Development Cost	
Hardware Cost (7units LED TV 55 inchUnits, 1 unit queuing kiosk, 2 Thermal Printers)	
System Documentation, Training Module and Training	
Technical & Customer Service Support – 12 months	
Hosting and Administration	
TOTAL	Php 32,000,000.00

VIII. BASIS OF PAYMENTS

- A. Upon awarding of the contract, the procuring entity will release fifteen percent (15%) of the total winning bid amount to the contract winning bidder as mobilization fee.
- B. Upon demonstration of the minimum viable product based signed off technical specifications, the procuring entity will release thirty five percent (35%) of the total winning bid.

- C. Upon submission and acceptance of the User Acceptance Testing of the new web modules and system changes to the procuring entity, the procuring entity will release thirty four percent (34%) 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 percent (15%) of the total winning bid amount to the contract winning bidder.
- E. One percent (1%) of the total winning bid amount will be released one (1) year after deployment of the new web modules and system changes to the production site of QC Biz Easy as a performance security.

IX. CONDITIONS

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 90 days upon contract award. Failure to do so will subject them 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 components 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.

X. 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 service provider to penalties and/or liquidated damages pursuant to the provisions of RA 9184 and its revised Implementing Rules and Regulations.

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

Prepared by:



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Head

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Reviewed and Endorsed by:



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


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