

10/3/23

**TERMS OF REFERENCE (FINAL)**

**SYSTEMS ENHANCEMENT, INTEGRATION AND UPGRADE OF THE QUEZON CITY ONLINE HEALTH CERTIFICATE AND SANITARY PERMIT SYSTEM (PHASE 3) FOR THE QUEZON CITY HEALTH DEPARTMENT**

**I. RATIONALE AND BRIEF BACKGROUND**

In compliance with RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) and without compromising the regulatory powers of the LGU to ensure public safety and promote sound business practices, Quezon City Health Department aims to digitize the health certificate and sanitary permit system and process for all businesses operating in Quezon City to eradicate traditional, paper-based processes that are time-consuming, tedious, error-prone and subject to numerous conflicts and discretions.

**II. PROJECT DESCRIPTION**

The ONLINE HEALTH CERTIFICATE AND SANITARY PERMIT SYSTEM OF QUEZON CITY HEALTH DEPARTMENT was launched on 11 January 2021. The new system enabled applicants to apply, submit their documents, and secure their health certificate and sanitary permit. The QC-OHCSPS now requires further enhancement and upgrade to expand its useability, efficiencies and integration with other systems.

**III. PROJECT SCOPE OF WORK**

The prospective bidders shall bid and provide the ONLINE HEALTH CERTIFICATE AND SANITARY PERMIT SYSTEM (PHASE 3) FOR THE QUEZON CITY HEALTH DEPARTMENT, as a minimum, shall have following features and deliverables:

SUBJECT	TASKS
QC HEALTH CERTIFICATE	<ul style="list-style-type: none"><li>• In the event of a system outage of the QC-OHCSPS, provide enhanced 24/7 support until the resumption of the operation of the QC-OHCSPS.</li><li>• In the event of a QC-OHCSPS system outage, add to system config management a maintenance mode configuration that will allow a public notification to be displayed.</li><li>• Enhance the design and the data that is included in the new Digital Health Certificate and Sanitary Permit.</li><li>• Add ID Photo for Health Certificate applications.</li><li>• Enhance the flow of the health certificate application process to automatically sync and integrate with the Occupational Permit System.</li><li>• Allow applicants to update, change, or edit data at the Reviewer's stage but exclude the data that is already</li></ul>

	<p>integrated from E-Services as follows: applicant's name, address, and date of birth.</p> <ul style="list-style-type: none"> <li>• Enhance data structure to enable selective processing of applicants for bulk Health Certificate applications. Include notification of a "NO REFUND POLICY".</li> <li>• Improve infographics and add FAQs on the QCHD landing page with the information to be provided by QCHD.</li> <li>• Create a workflow for authorized QC LGU integration third parties and Sanitary Inspectors to have view-only access to the Digital Health Certificate as per the following parameters: Name, Health Certificate Number, and Validity Date.</li> <li>• Remove "Update Details" from the HC dashboard. Retain only New or Renewal.</li> <li>• Enhance the laboratory portal to enable the following: <ul style="list-style-type: none"> <li>- Provide information on the dashboard for applicants with pending specimens.</li> <li>- Automatic archiving of applications in "Pending Specimens" status after 12 months from the date of payment.</li> <li>- Automatic SMS notification to the applicant to submit pending specimen/s within the prescribed number of months; Allow the applicant to re-submit the required specimen/s for failed results and allow the Laboratory to issue the Order of Payment.</li> <li>- Allow the system to display the applicant's Application History.</li> <li>- Allow the applicant to obtain a digital copy of his or her laboratory results with QR code validation.</li> <li>- Provide the Novaliches District Office with view-only access to pending and completed laboratory applications.</li> <li>- For in-house laboratory results, include a "Requires Update" function to allow the administrator to generate a new Order of Payment and upload new laboratory results.</li> <li>- For external laboratory results, include a "Requires Update" to allow the applicant to upload his or her laboratory results.</li> <li>- Activate the Online Payment and provide a notice that processing of the payment may take up to three days.</li> </ul> </li> </ul>
<b>SOCIAL HYGIENE OFFICE PORTAL</b>	<ul style="list-style-type: none"> <li>• Create a portal for the Social Hygiene Clinic to include the following functionalities. <ul style="list-style-type: none"> <li>- A dashboard that automatically syncs with QC E-Services on the applicant's specific personal information.</li> <li>- With the same dashboard, allow the inputting of applicant's other personal information, health</li> </ul> </li> </ul>

	<p>information, lab results, online registration for the Massagist Training Course, and the creation, issuance, and validation of an Order of Payment.</p> <ul style="list-style-type: none"> <li>- Enhance the design and the data that is included in the new digital Yellow Card.</li> <li>- Provide information on the dashboard for applicants with pending specimens.</li> <li>- Automatic archiving of laboratory results and specimens.</li> <li>- Automatic SMS notification to applicant to submit pending specimen/s within the prescribed number of days (15 days).</li> <li>- Allow the system to display the applicant's Application History.</li> <li>- Allow the applicant to obtain a digital copy of his or her laboratory results.</li> </ul>
MASSAGIST TRAINING PORTAL & YELLOW CARD	<ul style="list-style-type: none"> <li>• Create a portal for the Massagist Training Course with the following functionalities: <ul style="list-style-type: none"> <li>- A dashboard to allow the scheduling of courses, online enrolments, automated notifications to applicants, and applicants' training history.</li> <li>- Enable issuance of digital Yellow Card with updated VD Screening results and a QR Code to applicants who have successfully completed the Massagist Training Course. The QR Code shall include the Massagist Training Course results of the applicant.</li> <li>- Create a Tag to indicate the location and date the applicant has undertaken the testing.</li> </ul> </li> </ul>
SANITARY PERMIT	<ul style="list-style-type: none"> <li>• Enhancement of the application user interface flow to integrate the QC Sanitary Permit System with QC OUBPAS and as approved by QC Health and QC BPLD.</li> <li>• Create a workflow to allow authorized personnel from other QC LGU departments to view details of the Digital Sanitary Permit. Only BPLD shall be authorized to print the Sanitary Permit.</li> <li>• Give <i>view access only to SP requirements</i> uploaded to Sanitary Inspector to aid in conduct of automated inspection and online generation of Sanitary Report.</li> <li>• Add <i>business wildcard filter function</i> for easy access to accounts of establishments with multiple franchise/branches.</li> <li>• Update QC-OHCSPS database structure to map, align and integrate the data on the categorization of establishments with OUBPAS.</li> <li>• Update QC-OHCSPS to allow post-issuance of the Health Certificate after the issuance of the Sanitary Permit.</li> <li>• Automate the validation and tagging of valid Health Certificates from the Sanitary Permit Applications.</li> </ul>

	<ul style="list-style-type: none"> <li>• Include Barangay or branch flag on the search as a marker to determine where the applicant is located.</li> <li>• Create Order of Payment for Pest Control.</li> <li>• Create a Wild card filter for businesses with multiple locations and addresses to find exact locations.</li> </ul>
<b>WATER ANALYSIS LABORATORY PORTAL</b>	<ul style="list-style-type: none"> <li>• Create a portal for the Water Analysis Laboratory for Local Drinking Water Quality Monitoring and Surveillance.</li> <li>- Create a dashboard to view basic statistics and notifications related to quality monitoring and surveillance.</li> <li>- Create an in-house portal to upload a list and track establishments that require periodic water analysis. The Portal will enable the printing of a tag for use by water samplers to label water samples taken from assigned establishments. Automatic notification of water test results expiring to the Sanitation Inspector and laboratory personnel and an email notification to the concerned establishment.</li> <li>- Create an Order of Payment for the Water Analysis Laboratory.</li> <li>- Allow the system to display the applicant's Application History and analysis sampling history.</li> <li>- Automatic archiving of water analysis report.</li> <li>- Create a digital copy of the Water Analysis Report (Allow the applicant to obtain a digital copy of the Water Analysis Result with QR code validation)</li> <li>- For in-house laboratory results, include a "Requires Update" function to allow the administrator to generate a new Order of Payment and upload new laboratory results</li> <li>- For external laboratory results, include a "Requires Update" to allow the applicant to upload the Water analysis laboratory results</li> <li>- Activate the Online Payment and provide a notice that processing of the payment may take up to three days.</li> </ul>
<b>SYSTEM INTEGRATION</b>	<ul style="list-style-type: none"> <li>• Complete integration of the QC-OHCSPS online payment with the QC LGU online payment system.</li> <li>• API integration on MISC API to CTO POS upon creation of "Order of Payment".</li> <li>• Create API and interface documentation for 3rd party integration e.g. IHC/SP validation.</li> <li>• OUBPAS API Integration for Sanitary Permit and Individual Health Certificate as follows: <ul style="list-style-type: none"> <li>- Provide updated data status to API gateway for Sanitary Permit and Health Certificate</li> <li>- Health Certificate integration with Occupational Permit</li> </ul> </li> </ul>

DATA AND APPLICATION MIGRATION	<ul style="list-style-type: none"> <li>• Subject to the availability of the Google Cloud Platform, assist with the migration of the QC-OHCSPS to the Google Cloud Platform (GCP).</li> <li>• 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 QCHD for the Online SP &amp; HC application for new, renewal, and amendment for 12 months.</li> </ul>
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#### IV. AREA OF COVERAGE

All of the approximately 85,000 operating businesses in the 142 barangays of Quezon City

#### V. PROJECT STANDARDS & REQUIREMENTS

##### A. Track Record

1. Bidders must have Platinum status in PHILGEPS
2. Bidders must be a duly registered corporation with SEC filing/DTI
3. The Bidder/Service Provider must be filed with SEC/DTI as an IT company with the purpose of trading goods and services such as software systems.
4. The Bidder must be in the same industry as per their SEC/DTI filing for at least five (5) years
5. The Bidder must be able to fully deliver all components of the projects within One Hundred Twenty (120) calendar days upon issuance of the Notice to Proceed
6. The Bidder must be duly registered under the National Privacy Commission
7. The Bidder shall guarantee that the system shall abide by the DATA PRIVACY ACT OF 2012 to ensure that the personal information is protected

##### B. Organization

1. The prospective bidder must be a reputable Information Technology Firm with at least five (5) years of business operation in the design, development, implementation, and maintenance of Business Management Systems.
2. The prospective bidder's team should have local and international professional applied experience and skills and qualifications as follows:
  - a. A Degree in a relevant field (Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, and Software Engineering) with a Professional Regulatory Commission License.
  - b. At least a minimum of 10 years of experience related to data management/database development and archiving, including the use of web-enabled platforms and common reporting analysis tools.

- c. Demonstrated experience in application development and deployment and in data analytics with the use of advanced algorithms to generate reports evidenced by use cases and patents.
- d. Proven professional experience in database technologies end to end, including web client development and deployment, database management, and development of web-based information systems.
- e. Proven experience in the development and delivery of a similar system.
- f. Competent and dedicated staff that can be reached for feedback having at least 5 years of related work experience.
- g. Excellent communication and writing skills.

C. Training

- 1. The prospective bidder will provide a two-day technical, functional, and administrative training for software and hardware usage and management of the system to relevant office-based and field personnel prior to the final delivery date for the project. A total of 21 personnel are to be trained for two days in 2 batches.

VI. PROJECT DURATION

This project shall be implemented with the following target days per milestone. The periods indicated below provide target dates only and may run concurrently. They do not illustrate the actual time frame from the beginning to the end of the project.

MILESTONES	CALENDAR DAYS
QC Health Certificate and Laboratory Portal Enhancement	30 calendar days upon issuance of notice to proceed
Social Hygiene Office New Portal	30 calendar days upon issuance of notice to proceed
Massagist Training New Portal	30 calendar days upon issuance of notice to proceed
Water Analysis Laboratory Portal	30 calendar days upon issuance of notice to proceed
Sanitary Permit Enhancement	30 calendar days upon issuance of notice to proceed
QC Health and Sanitary Permit System Integration	30 calendar days upon issuance of notice to proceed
Data and Application Migration	30 calendar days upon issuance of notice to proceed
System Testing	30 calendar days
Training and Hand Over	30 calendar days
Project Support	60 calendar days

## VII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Quezon City Hall shall offer public bidding to all prospective bidders for the procurement of the Enhancement of the QC Health Department's Health Certificate and Sanitary Permit Online Application System for Quezon City with an Approved Budget for the Contract (ABC) amounting to SEVENTEEN MILLION SEVEN HUNDRED AND SEVENTY-EIGHT THOUSAND PESOS ONLY [17,778,000.00 PHP].

DESCRIPTION	AMOUNT
QC Health Certificate and Laboratory Portal Enhancement	Php 2,780,000.00
Social Hygiene Office New Portal	2,890,000.00
Massagist Training New Portal	1,980,000.00
Water Analysis Laboratory Portal	1,500,000.00
Sanitary Permit Enhancement	2,360,000.00
QC Health and Sanitary Permit System Integration	2,480,000.00
Data and Application Migration	1,640,000.00
Application Managed Services (12 months)	2,148,000.00
<b>TOTAL AMOUNT</b>	<b>Php 17,778,000.00</b>

## VIII. BASIS OF PAYMENTS

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
QC Health Certificate and Laboratory Portal Enhancement Completed.	Signed off by the client's authorized personnel.	15%
Sanitary Permit Enhancement and QC Health and Sanitary Permit System Integration Completed.	Signed off by the client's authorized personnel.	25%
Social Hygiene Office New Portal Completed	Signed off by the client's authorized personnel.	25%
Massagist Training Portal and Water Analysis Laboratory Portal Completed.	Signed off by the client's authorized personnel.	25%
Data and Application Migration Completed.	Signed off by the client's authorized personnel.	5%
Project Support	60 Calendar Days	5%
	<b>TOTAL</b>	<b>100%</b>

## IX. CONDITIONS AND PENALTIES FOR BREACH OF CONTRACT

### A. Delivery

The failure of The Prospective Bidder 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.

<b>DATA AND APPLICATION MIGRATION</b>	Subject to the availability of the Google Cloud Platform, assist with the migration of the QC-OHCSPS to the Google Cloud Platform GCP).
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4. The Bidder must be in the same industry as per their SEC/DTI filing for at least five (5) years
5. The Bidder must be able to fully deliver all components of the projects within One Hundred Twenty (120) calendar days upon issuance of the Notice to Proceed
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2. The prospective bidder's team should have local and international professional applied experience and skills and qualifications as follows:
  - a. A Degree in a relevant field (Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, and Software Engineering) with a Professional Regulatory Commission License.
  - b. At least a minimum of 10 years of experience related to data management/database development and archiving, including the use of web-enabled platforms and common reporting analysis tools.



The Prospective Bidder must deliver all system components within 4 months upon contract award. Failure to do so will be subject to penalties as prescribed by law.

**B. Test Parameters**

The delivered hardware and software of the Enhanced QC Health Certificate and Sanitary Permit Online Application System shall be tested and evaluated using accepted guidelines.

**C. Product Warranty**

The following are the terms of the product/system warranty guaranteed by The Prospective Bidder:


Software Component shall have one (1) year warranty upon implementation. It shall not cover support for software application failure due to calamity, virus infection, user errors, network connectivity failure, database errors due to electricity fluctuations, and system reinstallation.

- User manual shall be provided for software components.
- Actual on-site software installation shall be made within Quezon City only.
- Replacement and repair of hardware for factory defects. Damage and theft arising from misuse and negligence of hardware by end-users will be charged according to stipulated hardware pricing. Additional hardware requirements due to increase in number of users will be charged based on the submitted unit prices by the prospective bidder as the need arises.

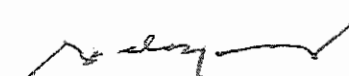
Terms of Reference endorsed, reviewed, and certified by:

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Prepared by:

  
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