

TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF THE QUEZON CITY DEPARTMENT OF THE BUILDING OFFICIAL ONLINE CENTRALIZED AUTOMATED SYSTEM PHASE 2 (DBO – OCAS 2)

I. Rationale and Brief Background

The Quezon City DBO-OCAS 2 will continue DBO-OCAS 1's success in improving the citizen's Ease of Doing Business with the Department. It will be a hybrid system that provides an online one stop shop for citizens and on-premise system for officials and administrators. The DBO-OCAS Phase 2 will enable greater convenience among citizens and productivity among the Department's officials and administrators.

II. Project Description

The Quezon City Department DBO-OCAS 2 is a hybrid system that integrates with DBO-OCAS 1 and consists of an online components for applicants and on-premise components for the Department's personnel. This will allow citizens to conveniently apply for a permit anywhere anytime there is an internet connection while allowing the Department to perform backend processes even if there is no internet connection. DBO-OCAS 2 will also improve and update the processes covered by DBO-OCAS 1 to address its shortcomings.

III. Project Scope of Work

The service provider shall provide the City with a system with the following specifications:

- i. The Quezon City DBO-OCAS 2 will be a hybrid system that will have cloud-based and on-premise modules that are accessible using the most recent versions of Chrome, Firefox, and Safari.
- ii. The DBO-OCAS 2 will be mobile responsive and compatible with the browsers of mobile smartphones and tablets.
- iii. The on-premise modules will be used by the Department to process applications. They are not dependent on an internet connection and are accessible to the Department within the Quezon City Hall local area network.

- iv. Department personnel can still process applications outside City Hall premises through the cloud-based modules.
- v. The cloud-based components will be used by citizens to apply for permits online.
- vi. The databases of the cloud-based and on-premise components will periodically synchronize when there is an internet connection to make sure that applications submitted online can be processed by the Department and updates to applications done by the Department will be visible to citizens.
- vii. Data needed for permit application will be retrieved from other systems such as DBO-OCAS 1 and QC-eservices using authenticated and authorized API communications. Fields will be prefilled based on the data provided by these systems.
- viii. The system will update processes in DBO-OCAS 1 to make them more responsive to the needs of DBO and the applicants such as but not limited to revising the process for Pre-Evaluation and Tech Evaluation.
- ix. The system provider will migrate all data from DBO's legacy systems to DBO-OCAS.
- x. The system will allow evaluators to correct the encoded data of applicants and their professionals. The system will store both the encoded and actual data.
- xi. The system will log all changes to the application including the DBO personnel that made the changes.
- xii. Applicants and their Professional team will receive email every time there is a relevant change in the status of the application.
- xiii. The system will generate pertinent reports for the Department.
- xiv. The system provider will also provide ZAU and BFP on-premise modules for their technical evaluation.
- xv. The system will implement industry standard measures to protect user data and prevent unauthorized access. A firewall will be implanted for secured cloud connection.
- xvi. The cloud-based hosting will operate for one (1) year and subject to renewal thereafter. A minimum of 8 GB memory, 2 virtual CPU, and 120 GB storage will be allocated for the online system. A minimum of 8 GB memory, 2 virtual CPU, and 120 GB storage will be allocated for the database.
- xvii. The on-premise server will be provided by DBO but the system provider will setup the server to deploy the on-premise components of the system.
- xviii. The system will allow periodic backups of the database.

- xix. 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).
- xx. The DBO-OCAS, 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.
- xxi. The service provider will provide all necessary training to at least 5 DBO personnel comprising of encoders, inspectors, administrators, IT personnel for the usage, administration, and management of the system for a minimum of 2 days and maximum of 7 days.
- xxii. The system provider will register the sub domain to the DNS service provider of quezoncity.gov.ph.

IV. Area of Coverage

The Quezon City Department of the Building Official Online Centralize Automated System Phase 2 will be for the Permitting and Case Management activities of DBO.

V. Project Standard & Requirements

A. Track Record

- 1. The Bidder must have Platinum status in PHILGEPS
- 2. The Bidder must be a duly registered company with SEC filing or DTI registration
- 3. The Bidder must be able to fully deliver all components of the project within 90 calendar days upon issuance of the Notice to Proceed.
- 4. The Bidder must be duly registered under the National Privacy Commission

B. Organization

- 1. The Bidder must present an Organizational Chart indicating at least the following personnel for the project
 - One (1) Software Development Manager – college graduate (preferably IT-related courses) and with at least five (5) years experience on this field

- Two (2) Project Managers – college graduate (preferably IT-related courses) and with at least two (2) years experience on this field
 - Eight (8) Software Developers – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
2. The service provider must have its own regular employee pool of personnel for systems administration, deployment, proper quality assurance analysts and technical support staff for the project.
 3. The service provider will guarantee that the system will abide with the DATA PRIVACY ACT OF 2012 to ensure that the personal information is protected

C. Technical Support

Workdays from 8 AM to 5 PM, expect a response within the day or by the next day

Weekdays and holidays, expect a response within the next working day

D. Training

The service provider will provide all necessary training to at least 5 DBO personnel comprising of encoders, inspectors, administrators, IT personnel for the usage, administration, and management of the system for a minimum of 2 days and maximum of 7 days.

VI. Project Duration

The project duration shall be 90 days upon issuance of the Notice to Proceed observing the schedule of delivery as stated below:

MILESTONES	DELIVERY PERIOD
Software Implementation and Project Turnover	90 calendar days from the date of the Notice to Proceed
Training	7 days after Certificate of Acceptance
Project Support (Maintenance/Warranty)	1 year
TOTAL	Delivery: 90 Calendar Days from Notice to Proceed Maintenance: 1 Calendar Year

VII. Approved Budget For the Contract (ABC)

The Approved Budget for the Contract is Twelve Million and 00/100 Pesos only (PhP12,000,000.00) VAT Inclusive

VIII. Basis of Payments

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Turnover	Certificate of Acceptance	100%
TOTAL		100%

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 issuance of Notice to Proceed. 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 one (1) year warranty upon implementation.
- User manual and installer (if necessary) shall be provided for software components.
- All hardware requirements are existing and to be provided by the Quezon City Government

X. 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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