

**TERMS OF REFERENCE**  
**SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING FOR**  
**THE PROVISION OF A DOCUMENT MANAGEMENT SYSTEM (DMS) SUITE**  
**FOR QUEZON CITY HALL DEPARTMENTS**

## **1 RATIONALE OF THE PROJECT**

The State generally recognizes the vital role of information and communications technology (ICT) in nation-building as well as the indispensable role of the private sector, encourages private enterprise, and provides incentives to needed investments. Moreover, laws have been passed such as Republic Act no. 9470, "*An Act To Strengthen The System Of Management And Administration Of Archival Records, Establishing For The Purpose The National Archives Of The Philippines, And For Other Purposes*" by Congress that mandates and encourages local government units in the protection and management of its public records, both its physical and electronic records, as well as streamline and optimize its internal and interdepartmental processes.

In support of such legislative mandate by the national government, Quezon City aims to streamline the city government services and to digitize and computerize transactions.

Through a Document Management System (DMS) Suite, Quezon City local government can effectively and efficiently store, access, manage, track and customize a security system for all its digitized copy of its documents held currently in its different departments in order to streamline its governmental processes through digitalization.

## **2 PROJECT DESCRIPTION AND OBJECTIVES**

In compliance of its pivotal governmental function of securing public and confidential records, both physical and digital, while establishing greater ease and functionality through an effective all-encompassing platform, this project seeks to do the following:

- Preserve and safeguard vital governmental records through a seamless and secure software platform
- Equip the local government with the necessary auxiliary support of the proposed software platform
- Provide ease of access to these vital governmental records with the eventual optimization of its services to its constituents.
- Upgrade and streamline governmental digital processes in accordance with its regulations
- Greatly decrease paper storage, repurpose current storage facilities and provide efficient services without increasing governmental staff for the different departments

## **3 PROJECT SCOPE OF WORK**

3.1 Deliver, install, test and commission a Document Management System (DMS) Suite to departments having critical roles to its Quezon City's local government processes, which will be determined at the implementation planning and execution. Total of 100 User licenses and a minimum requirement of 6TB usable disk space, RAM capacity of 128GB, two (2) processors with 20 cores each, on premise or private cloud will be provisioned.

3.2 The implementation of the project shall be to:

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- 3.2.1 Inspect and institute process mapping and planning for the installation and implementation of the DMS Suite to the departments of Quezon City local government.
  - 3.2.2 Implement and install the DMS Suite through an on-premise/hybrid implementation model together with its key features:
    - 3.2.2.1 Disk encryption for its stored digitized documents in the software that will be located in Quezon City Hall premises.
    - 3.2.2.2 The Suite provides OCR and ICR with AI/ML software for the accessibility, searchability and management of the stored digitized documents.
  - 3.2.3 Issue the necessary Implementation Plan, together with all its adjunct documentation such as the document storage space of a minimum requirement of 6TB usable disk space, software specifications, number and size of the test documents, training manuals and/or AVPS, software user guides and other documents deemed necessary for the DMS Suite.
  - 3.2.4 Deliver the necessary auxiliary support of the DMS Suite that will equip the identified departments in its digitization effort.
  - 3.2.5 Deliver one hundred (100) user license accounts to access and log in to the DMS Suite Software.
  - 3.2.6 Deliver a technical support team for the DMS Suite for its software and hardware installation through an escalation procedure in coordination with QCITDD personnel and appointed support personnel.
    - 3.2.6.1 The technical support team shall provide annual technical and maintenance support
  - 3.2.7 Assist in QC local government's thrust towards developing workflow automation of the different departments through the installed and implemented DMS Suite.
    - 3.2.7.1 Routing of different digitized documents stored in the system through the DMS software.
    - 3.2.7.2 Establish document user controls for the different users for each department
    - 3.2.7.3 Establish document version controls for digitized documents for the following:
      - 3.2.7.3.1 Original documents
      - 3.2.7.3.2 Annotated documents
- 3.3 All data captured by the system shall remain the property of the City, and the cloud-based storage that contains the data will be turned over to the City when the service agreement expires or is terminated without additional cost.
- 3.4 Provide the Non-Functional Requirements of the Document Management System Suite as listed below:

3.4.1 Non-Functional Requirements

Function	Description of Requirement
	The Provider must have a Platinum status in PHILGEPS
	The system should be on-premise/hybrid based service for a period of one (1) year
	The Service Provider should have an office in National Capital Region, Philippines
	The systems implementor should have technical team focused on the proposed DMS Suite

SYSTEM	The Service Provider shall provide a document management system software that has garnered global recognition for quality management, information security, and software engineering excellence in the field of document management: <ol style="list-style-type: none"> <li>1. ISO 9001:2015</li> <li>2. ISO/IEC 27001:2013</li> <li>3. ISO 25051:2014</li> <li>4. AFNOR Certification</li> <li>5. GDPR compliant</li> <li>6. HIPAA compliant</li> <li>7. Recognized by Gartner Magic Quadrant for Content Services Platforms</li> </ol>
	The number should be one hundred (100) perpetual user license accounts to access the DMS Software.
	The service provider's core competence should be in the area of expertise of document management
	The service provider should be at least a domestic corporation incorporated under the laws of the Philippines and with a corporate existence of at least five (5) years in the Philippines

#### 4 AREA OF COVERAGE

- 4.4 The Document Management System (DMS) Suite will be installed and implemented at the identified departments of Quezon City local government determined during the implementation planning and execution.

#### 5 PROJECT STANDARDS AND REQUIREMENTS

- 5.4 The service provider must be a Telecommunication Company with a Congressional Franchise and authorized by the National Telecommunication Commission to provide value added services (VAS).
- 5.5 Submit copies of its company's organization structure, manpower schedule, functions, duties with related Information Technology Certifications.
- 5.5.1 The Service Provider shall assign a highly competent and technical staff comprising of one (1) Project Manager, one (1) Software Development Manager, one (1) Product Manager and three (3) IT Staff, with the following qualifications:
- 5.5.1.1 Project Manager
- 5.5.1.1.1 Must have a masteral or doctorate degree with experience in telecommunications industry for at least 1 year
- 5.5.1.1.2 At least a year of experience in business development and project management
- 5.5.1.1.3 Must have excellent leadership skills
- 5.5.1.2 Software Development Manager
- 5.5.1.2.1 Must have at least a masters in science in Communication System
- 5.5.1.2.2 Must be highly technically and highly skilled in implementing document management systems *MS.*

- 5.5.1.3 Product Manager
  - 5.5.1.3.1 Must be at least a graduate of electronics and computer engineering
  - 5.5.1.3.2 Must have at least 5 years experience in telecommunications industry
  - 5.5.1.3.3 Must have certification in document management systems development
- 5.5.1.4 IT Staff
  - 5.5.1.4.1 All IT staff must have at least a college degree in Computer Engineering, Computer Information System or Information Technology.
  - 5.5.1.4.2 IT Manager must have experience as a data privacy officer and IT operations.
  - 5.5.1.4.3 IT Manager must be highly trained, skilled and technical in IT.
- 5.6 Submit Certification/Undertakings in software system and licenses services.
- 5.7 Statement of warranty, provide technical support and service during business hours in the course of installation and implementation.
- 5.8 Affidavit of Undertaking that the system should conform with applicable data privacy laws and non-disclosure of the agency's data.
- 5.9 The service provider should be at least a domestic corporation incorporated under the laws of the Philippines and with a corporate existence of at least five (5) years in the Philippines.
- 5.10 The service provider should have a valid Secure Sockets Layer SSL Certificate.
- 5.11 The service provider must comply with the Department of Information and Communications Cloud First Policy.

## 6 TRAINING

The service provider will provide all necessary software training (minimum of 5 training days/minimum of 4 hours per training day ) and manuals to at least 10 users of the system as well as one (1) ITDD personnel.

## 7 DELIVERY SCHEDULE

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

ITEM	SCHEDULE OF DELIVERY
Process Mapping and Submission of Approved Implementation plan for the DMS Suite	Within forty (40) days from Notice to Proceed
Report for the Complete Installation of the DMS Suite, inclusive of storage, license accounts and auxiliary support	Within ninety (90) days from Notice to Proceed
User Acceptance Reports for User Acceptance, customized digital workflows, training of users and production of manual guides for DMS Suite operability	Within one hundred twenty (120) days from the Notice to Proceed

## 8 APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) amounts to **Thirty million pesos only [PHP30,000,000.00]** VAT inclusive.

### COST DERIVATION

DESCRIPTION	AMOUNT
Enterprise Software and Licenses	P
Software Configuration	P
Project Management, System Documentation, End User and Admin Training	P
Technical and Customer Service Support – 12 months	P
<b>TOTAL</b>	<b>P 30,000,000.00</b>

## 9 BASIS OF PAYMENT

No.	Particular	Weight
1	Submission of the Approved Project Plan	15%
2	Upon submission of the report for complete installation of the DMS Suite, together with user license accounts and auxiliary support	35%
3	Upon submission of report for user acceptance of digital workflows and testing of workflows, completion of training for selected authorized users and IT training, submission of training manuals and guides, creation of service escalation procedure for DMS Suite for continued operability	49%
4	Retention Money	1%

## 10 PENALTIES FOR BREACH OF CONTRACT

- a. Failure to deliver the services according to the standards and requirements set by the City shall constitute an offense and shall subject the contractor to penalties and/or liquidated damages pursuant to RA 9184, "An Act Providing for the Modernization, Standardization and Regulation of the Procurement Activities of the Government and for Other Purposes" and its revised Implementing Rules and Regulations (IRR).

## 11 CANCELLATION OR TERMINATION OF CONTRACT

- a. Should there be any dispute, controversy, or difference between the parties arising out of this TOR, the parties herein shall exert efforts to amicably settle such dispute or difference. However, if any dispute, controversy or difference cannot be resolved by them amicably to the mutual satisfaction of the parties, then the matter may be submitted for arbitration in accordance with existing laws, without prejudice for the aggrieved party to seek redress before a court of competent jurisdiction.

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