

TERMS OF REFERENCE (TOR)

SUPPLY, INSTALLATION, TESTING, AND DEPLOYMENT OF THE QUEZON CITY CIVIL REGISTRY INFORMATION SYSTEM PROJECT TECHNOLOGY REFRESHER (CRISP-TR): SOFTWARE UPGRADE, TECHNICAL MAINTENANCE, AND SUPPORT

I. RATIONALE AND BRIEF BACKGROUND

The Quezon City Civil Registry Information Project Technology Refresher (CRISP-TR) represents a significant initiative in the modernization and efficient management of vital records. This initiative marks a significant leap towards transforming how vital records are managed, into the way birth, marriage, and death certificates are handled. Through CRISP-TR, Quezon City demonstrates its dedication to leveraging the latest technology to streamline the processing, storage, and retrieval of these vital documents. It's all about making sure that at every step, from the moment a certificate is issued to the times it's accessed, everything is as smooth, secure, and efficient as possible for the QCitizens.

Since its inception in 2020, CRISP-TR has played a critical role in streamlining the administration of civil registry documents, significantly enhancing service delivery to the citizens. To date, the system has successfully archived a total of 5,600,000 birth, marriage, and death records, highlighting its capability to manage and preserve a vast volume of valuable data. In light of the ongoing need to adapt to evolving technology and to address the growing demands of the public for efficient services, this project phase is dedicated to the supply, installation, testing, and commissioning of software upgrade and support for the CRISP-TR system. The objective is to ensure the system's optimal functionality, security, and scalability for future needs.

In continuing to advance the capabilities of the Quezon City Civil Registry Information Project Technology Refresher (CRISP-TR), the incorporation of a Marriage License Document Archiving feature will be placed. This enhancement is strategically designed to augment the system's comprehensive document management capabilities, specifically targeting the archival and retrieval processes of marriage licenses.

II. PROJECT DESCRIPTION

This project is for a year of software upgrade and technical maintenance for the QC Civil Registry Information System Project Technology Refresher (CRISP-TR). The coverage includes upkeep to maintain current operations of the software. The project includes the extension of technical support to third parties that QC LGU has commissioned to provide application software.

The project also aims to ensure the continuous efficiency and security of the digital archiving system for vital records, including birth, marriage, and death certificates. Through the implementation of a tailored software support solution, the project seeks to establish a systematic maintenance, responsive issue resolution and improved security measures.

III. PROJECT SCOPE OF WORK - The system will have the following components:

i. Software Upgrade Components

a. Upgrade Key Software Applications

1. Identify and upgrade critical software applications to their latest stable versions. This includes updating all dependent libraries, frameworks, and components to ensure compatibility and leverage performance improvements, new features, and security patches.
2. The upgrade process encompasses:
 - Compilation of a list of all software applications requiring updates, including current and target versions.
 - Evaluation of potential impacts on system functionality and user experience due to the upgrades.
 - Development of a phased upgrade plan, prioritizing components based on security vulnerabilities, user impact, and dependencies.
 - Execution of upgrades in a controlled environment, followed by testing to confirm successful integration and operation.
 - Deployment to the production environment, with monitoring for any issues arising from the changes.

b. Marriage License Document Archiving Module

1. Key components include:

- Indexing and Searchability - Utilize advanced indexing techniques to categorize and retrieve marriage licenses efficiently, enabling quick searches by various criteria (e.g., name, date, license number).
- Security and Compliance - Apply security measures, including encryption and access controls, to protect sensitive information and ensure compliance with privacy regulations.
- New Module - Shall be added as new module in CRISP-TR allowing for a unified management approach to all civil documents.

c. Tighten User Role Security for Accessing Archived Documents

1. Implement or enhance existing security measures to restrict document printing privileges within the system. Only users with explicitly granted permissions will have the ability to print archived documents. This change aims to enhance the confidentiality and integrity of sensitive information stored within the system.
2. Due Diligence
 - Review and audit current user roles and permissions.
 - Update the access control policy to define clear criteria for printing permissions.
 - Modify the software's codebase to enforce these updated access control rules.
 - Test the implementation to ensure that unauthorized printing is effectively prevented without impacting user experience for authorized roles.

d. Enforce Single Login Session

1. Modify the system to restrict users to a single active session at a time. If a new session is initiated, any existing sessions for that user

should be automatically terminated. This measure is intended to reduce the risk of unauthorized access through shared or compromised credentials.

2. Due Diligence:

- Conduct an initial assessment to understand the current handling of user sessions and identify technical requirements for this feature.
- Develop the functionality to track and manage active user sessions, including mechanisms to detect and terminate duplicate sessions.
- Implement user notifications to alert of any session terminations due to concurrent logins, enhancing user awareness and security hygiene.
- Validate the feature through comprehensive testing, ensuring it operates as intended across various scenarios and devices.

e. Reports and Dashboards Improvements

1. To better manage and analyze civil registry data, new dashboards and reports will be developed focusing on birth certificates, marriage certificates, death certificates, and marriage licenses. These tools are intended to provide comprehensive insights into demographic trends, document processing times, and compliance with statutory requirements.
2. Features include
 - Demographic Trends Dashboard
 - Create a dashboard that visualizes trends and patterns in birth, marriage, and death records over time. This could include geographic distribution to aid in policy formulation and resource allocation.
 - Document Processing Efficiency Report
 - Generate detailed reports assessing the efficiency of the document issuance process for each type of civil registry document. Metrics might include average processing time, backlog volumes, and service level compliance.
 - Trend Analysis
 - Incorporate features that allow users to analyze trends in civil registry documents over time, identifying patterns related to demographic changes, peak registration periods, and potential forecasting of future registry volumes.
 - Predictive Analytics
 - Utilize predictive modeling to forecast future trends in civil registry documents, helping policymakers and administrators in planning resources and services. This could include predictions on birth rates, marriage rates, and mortality rates based on historical data and demographic factors.
 - Interactive and Customizable Dashboards
 - Implement drill-down features in the dashboards that allow users to click on visual elements (e.g., charts, graphs) to get more detailed information.
 - Real-Time Data Feeds
 - Ensure dashboards reflect the most current data by integrating real-time updates. This is particularly

important for monitoring daily registry activities and responding promptly to any unusual patterns or demands.

ii. Service Components:

- a. Resolution and fixes for all technical bugs of the CRISP-TR system should and when they occur;
- b. Technical support will be as follows:
 - 1. Workdays (Monday to Friday) from 8AM to 5PM, expect a response within the day or by next day
 - 2. Weekends and holidays, expect a response by next workday

IV. AREA OF COVERAGE – The project will cover the CRISP-TR system upgrade and technical maintenance and support services of City Civil Registry Department.

V. PROJECT STANDARDS AND REQUIREMENTS

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

i. Track Record

- a. The service provider must be in the same industry as per their SEC/DTI filing for at least five (5) years ✓
- b. The service provider should have been in operation for at least five (5) years ✓
- c. The service provider must have developed and delivered similar digital archiving system projects 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. The 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 service provider will provide the following resources for one (1) year:

- a. Overall Program Manager (1) - Responsible for overseeing the entire project, coordinating team activities and technical support.
- b. Senior Programmer Lead (1) - Shall lead the system development team, manages system requirements, allocates resources, and ensures the team meets project requirements.
- c. Programmer (2) - Shall develop and customize CRISP-TR system upgrade requirements. They should have a background in web-based applications.

- d. Quality Assurance and Testing Staff (1) - Responsible for ensuring the overall quality of system through test planning, execution, defect identification, and collaboration with the development team.

VI. TRAINING

There will be a set of training on the new features and enhancements of the CRISP-TR system intended for ten (10) CCRD staff/ users and IT team.

- a. Training and Manuals
 - Training on enhancements and new features.
 - At least two (2) hours of practical training for CCRD applicable users particularly CRISP-TR users, Admin users and IT team for technical specifications.
 - User Manuals

VII. AFTER SALES SUPPORT

- a. One (1) year warranty for software bugs and fixes from date of acceptance.
- b. Technical support:
 - i. Workdays (Monday to Friday) from 8AM to 5PM, expect a response within the day or by next day
 - ii. Weekends and holidays, expect a response by next workday

VIII. PROJECT DURATION

Sixty (60) calendar days from the issuance of the Notice to Proceed.

IX. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) amounts to **EIGHT MILLION PESOS AND 00/100 CENTAVO [8,000,000.00]** VAT inclusive.

COST DERIVATION

Description	Cost
Due Diligence, Technical Maintenance, Security, System and Database backup, Professional Fees	4,000,000.00
System Upgrade and Enhancements	3,200,000.00
Technical Support, Documentation, Training and Training Modules	800,000.00
TOTAL	8,000,000.00

X. BASIS OF PAYMENT

- a. Upon receipt and acceptance 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 acceptance of the start of the maintenance services, the procuring entity will release eighty-four percent (84%) of the total winning bid amount to the service provider.
- c. 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.

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 section 53 (d) of RA 9184 and its IRR.


Prepared by:


ATTY. PAOLO CARLO B. BRILLANTES
Chief Administrative Officer

Approved by:


MR. SALVADOR G. CARIÑO, JR.
City Civil Registrar
City Civil Registry Department

Reviewed and Endorsed by:


MR. PAUL RENE S. PADILLA
Department Head
Information Technology Development Department