

TERMS OF REFERENCE

MAINTENANCE AND TECHNICAL SUPPORT FOR THE AUTOMATED DOCUMENT DELIVERY SYSTEM (ADDS) OF THE QUEZON CITY GOVERNMENT - BUSINESS PERMITS AND LICENSING DEPARTMENT (BPLD)

I. PROJECT BACKGROUND

The Local Government of Quezon City, through its Business Permits and Licensing Department (BPLD), has implemented the Automated Document Delivery System (ADDS) to streamline and enhance the efficiency of document processing and delivery. ADDS is integral to achieving the BPLD's goal of providing faster, more accessible, and reliable services for businesses and stakeholders. It has reduced the need for manual document handling and offers a secure, electronic delivery system for business-related permits, clearances, and licenses.

To maintain optimal functionality and ensure the system's capacity to handle increasing user demands, ongoing technical support and maintenance are necessary. This includes regular software updates, security patches, troubleshooting, and user support. The system's seamless operation is vital to the BPLD's commitment to excellent customer service and regulatory compliance, which positively impacts the business environment in Quezon City.

The proposed project for maintenance and technical support aims to address both preventive and corrective aspects of system management, ensuring minimal downtime, data integrity, and a high standard of service availability. This support will help the BPLD achieve its objectives in fostering a transparent, efficient, and business-friendly environment within Quezon City.

The Local Government of Quezon City is issuing this Terms of Reference to invite interested and qualified private sector entities with proven track record, financial capacity, operating capability and relevant licenses to provide ongoing maintenance and support for QCADDS.

II. PROJECT DESCRIPTION

In cognizance of the critical importance of ensuring the reliability, security, and continued smooth operation of the Quezon City Automated Document Delivery System the aim of the project is to provide ongoing maintenance and technical support services to this system particularly as follows:

- 1) Ensure the uninterrupted operation of the QCADDS.
- 2) Address any technical issues promptly to minimize downtime and disruptions.
- 3) Implement regular updates and enhancements to improve system performance and security.
- 4) Provide ongoing technical support to administrators, validators, and applicants.
- 5) Maintain data integrity and security of the system.

III. PROJECT SCOPE OF WORK

The prospective bidders shall bid and provide a 12-month standby maintenance and technical support to QCADDS in compliance with data security standards and the Data Privacy Act of 2012 and as a minimum, shall have following features and deliverables, to wit:

<p>A. 24/7 TECHNICAL SUPPORT</p>	<ol style="list-style-type: none"> 1) Provide round-the-clock technical support to address any system-related issues or emergencies; 2) Offer official channels for support through an online support ticketing system.
<p>B. REGULAR MAINTENANCE</p>	<ol style="list-style-type: none"> 1) Perform routine maintenance tasks such as system monitoring and server maintenance; 2) Apply security patches and security updates to ensure the system's stability and security, when required; 3) Conduct regular backups of the system data to prevent data loss.
<p>C. USER SUPPORT AND TRAINING</p>	<ol style="list-style-type: none"> 1) Offer assistance and guidance to system administrators and validators on using the system effectively; 2) Provide training as needed.
<p>D. SECURITY AND COMPLIANCE</p>	<ol style="list-style-type: none"> 1) Monitor and update security measures to protect against cybersecurity threats, including malware, phishing, and unauthorized access; 2) Ensure compliance with relevant regulations and standards, such as data privacy laws and industry best practices.

IV. PROJECT STANDARDS & REQUIREMENTS

A. Track Record

- 1) Bidders must have Platinum status in PHILGEPS.
- 2) Bidders must be a duly registered entity with SEC/DTI filing.



- a) 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.
- b) The Bidder must be in the same industry as per their SEC/DTI filing for at least three (3) years.
- c) The Bidder must be able to fully deliver all components of the projects within a period of 360 calendar days upon issuance of the Notice to Proceed
- d) The Bidder must be duly registered under the National Privacy Commission.
- e) 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 three (3) 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 developing, implementing and operating similar systems.
 - d) Demonstration experience in application development and deployment and in data analytics with the use of advanced algorithms and artificial intelligence, evidenced by use cases and patent in advanced algorithms and use cases (either filed, pending or granted).
 - e) Proven professional experience in database technologies end to end, including web client development and deployment, database management, and development of web-based information systems.
 - 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.

V. PROJECT DURATION

This project shall be implemented within a period of three hundred sixty (360) calendar days from issuance of Notice to Proceed.

VI. APPROVED BUDGET FOR THE CONTRACT

- A. The approved budget for the project is **One Million Pesos (Php 1,000,000.00)** based on 800 hours of delivered maintenance and technical support.
- B. **COST BREAKDOWN** - The services shall be charged on a fixed hourly consumable basis. The provider shall provide an Online Support Ticketing System to activate and track maintenance and technical issues to their resolution.

Description	Amount
<p>1) Standby Tech Support including:</p> <ul style="list-style-type: none"> a) Provide round-the-clock technical support to address any system-related issues or emergencies. b) Investigation, root cause analysis and bug fixes. c) Network Support: Ensuring the stability and security of the network infrastructure. This may involve troubleshooting network connectivity issues, optimizing network performance, and implementing security measures. Does not include provisioning of a new infrastructure. d) Remote Support: Providing assistance to users remotely, including troubleshooting application issues, configuring settings, and resolving technical problems without the need for on-site visits. e) Monitor and update security measures to protect against cyber security threats, including malware, phishing, and unauthorized access. f) Server Management: Managing servers, including engagement, installation, configuration, monitoring, and maintenance to ensure they operate efficiently and securely. g) Offer multiple channels for support, including group chat, phone and online support ticketing system. h) Offer assistance and guidance to system administrators and validators on using the system effectively and provide training as needed. 	
2) Project Governance	
Total Amount	Php 1,000,000.00

Note: Project governance is the ongoing management, oversight, and quality control of the maintenance and technical support delivered by the supplier to the Quezon City BPLD. It ensures that the support and maintenance of the systems is carried out efficiently, transparently, and in alignment with the service delivery needs of the Quezon City BPLD.

C. NO PRICE ADJUSTMENT - The project cost shall be fixed and there shall be no

price adjustments applicable for the duration of the contract except when the operations costs are increased by more than 10% as a result of any extraordinary circumstance as IDENTIFIED by the National Economic Development Authority (NEDA). Pursuant to the provisions of RA 9184 and its IRR on contract price escalations, all contract price escalation shall be approved by the Government Procurement Policy Board (GPPB).

VII. BASIS OF PAYMENT

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
1) Project preparation and mobilization. Activation of an Online Support Ticketing System.	Signed off by the client's authorized personnel.	15%
2) Delivery of maintenance and technical services as verified from the Online Support Ticketing System, at end of the 3 rd month of the contract or consumption of 300 hours beforehand, whichever comes first.	Signed off by the client's authorized personnel.	50%
3) Delivery of maintenance and technical services as verified from the Online Support Ticketing System, at end of the 9 th month of the contract or consumption of 500 hours beforehand, whichever comes first.	Signed off by the client's authorized personnel.	20%
4) Delivery of maintenance and technical services as verified from the Online Support Ticketing System, at end of the 12 th month of the contract or consumption of 800 hours beforehand, whichever comes first.	Signed off by the client's authorized personnel.	15%
	TOTAL	100%

VIII. WARRANTY AND GUARANTEE REQUIREMENTS

- a. **Response Time:** A commitment to specific response times based on the severity of the issue (e.g., Critical issues responded to within 2 hours, High within 4 hours, and Low within 24 hours).
- b. **Regular System Health Checks:** Quarterly scheduled maintenance to monitor system performance, security updates, and optimize the system to prevent potential issues, when required.
- c. **Patch and Update Management:** Guarantee that all relevant software patches, security updates, when required, and system updates will be applied promptly to keep the system up to date and secure.
- d. **Emergency Support:** A 24/7 emergency support option for critical issues, ensuring that the client can reach a support team member any time they experience major disruptions or failures.
- e. **Third-Party Software and Hardware:** While support for third-party components can be included, the guarantee shall exclude any issues caused by external software, hardware, or services outside of the system itself.

IX. 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 Supplier to penalties and/or liquidated damages pursuant to RA 9184 and its revised implementing Rules and Regulations.

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 into negotiated procurement pursuant to section 53 (d) of RA 9184 and its IRR.

Terms of Reference endorsed, reviewed and certified by:


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City Government Department Head III, BPLD


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Approved by:


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