TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF A COMBINED SYSTEM ENHANCEMENT OF THE BUSINESS ONE STOP SHOP (BOSS) MODULES

I. RATIONALE AND BRIEF BACKGROUND

The Business Permits and Licensing Department (BPLD) continuously strive to adapt to the rapidly evolving digital landscape, driven by the increasing demand for efficient, accessible, and user-friendly services. Since implementing the Online Business Permits Application System (OBPAS) and the Automated Inspection Audit System (AIAS), BPLD has achieved significant improvements in streamlining processes and reducing processing time for business permits. However, with the continuous usage of these systems and ongoing digital and procedural shifts, further enhancement is essential. By undertaking Phase 2 of the Combined System Enhancement of the Business One Stop Shop (BOSS), the department aims to optimize existing functionalities, address emerging needs, and integrate advanced features to improve service quality and operational efficiency for both end-users and personnel.

The OBPAS and AIAS were initially developed as part of Quezon City's initiatives to modernize business registration, compliance, and audit processes. OBPAS facilitated online business applications, reducing the need for in-person interactions, while AIAS automated inspection and audit workflows, enhancing oversight and compliance assurance. Phase 2 of the BOSS project builds on these foundational systems, focusing on creating a cohesive platform with enhanced interoperability between OBPAS and AIAS. This integrated approach allows BPLD to streamline workflows, improve data management, and leverage analytics for better decision-making and policy development, ensuring that Quezon City's business ecosystem remains adaptable, transparent, and responsive to both local business needs and regulatory requirements.

II. PROJECT DESCRIPTION

The main objectives of this project include enabling seamless integration with internal and third-party online systems, developing new online modules to cater to evolving requirements, and implementing necessary feature changes and upgrades to the existing online modules. This initiative will contribute to streamlining processes, improving efficiency, and providing a better user experience. The system enhancement project represents the department's commitment to continuously improving its services and adapting to evolving requirements.

III. PROJECT SCOPE OF WORK

The service provider shall develop, test and deploy the following features and changes in the online module of the Online Business Permit Application System (OBPAS) and the Automated Inspection Audit System (AIAS) under https://qceservices.quezoncity.gov.ph/, to wit:
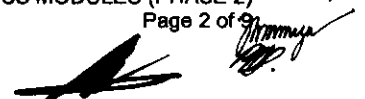
A. OBPAS ENHANCEMENTS

i. Integration to Internal and/or Third-Party Systems

1. Unify the business address information of BPLD, CAO, DBO and ITDD
   a. Facilitate discussions with the concerned departments
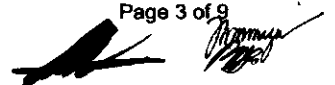   b. Documentation of current specifications of business address across the four departments

    c. Documentation of proposed specifications moving forward

    d. Updating of OBPAS and AIAS database and UIs based on agreed upon business address information specifications

2. Creation of process for businesses with tax payment via CTO's Pay Business Tax but no records in OBPAS
    a. Automatic notification and forwarding of business information from CTO to BPLD
    b. Redirection of business owners to OBPAS application page

3. Creation of tax payment process for businesses with undeclared business activity via CTO's Pay Business Tax
    a. Automatic notification and forwarding of business information from CTO to BPLD
    b. Redirection of business owners to OBPAS's online application page to amend Mayor's Permit

4. Integration to BPLD's Business Information System (BIS)
    a. Creation of customized API for the pushing and pulling of business information

5. Integration of e-Invoice
    a. Removal of Payment Validation stage after payment
    b. Integrate e-Invoice using the provided API
    c. Adjust current UI-UX aligned with the revised process

ii. New Modules

1. Barangay Management Module – Allow BPLD to update the following barangay details:
    a. Barangay Captain
        i. Name
        ii. Digital signature
    b. Logo
    c. Authorized system users
    d. Contact information

2. Registration for Nano-enterprise
    a. Different required fields and documents for nano-enterprise new business applications
    b. Tax assessment based on agreed upon matrix for nano-enterprise, beneficiary of Pangkabuhayan QC Assistance Program, etc.
    c. Different Mayor's Permit number format for nano-enterprise businesses
    d. Integration to QCID
    e. Integration to CTO's Pay Business Tax for the payment of business tax and renewal of Mayor's Permit

3. Collection of fees for violations
    a. Allow EAD to create order of payment for businesses with violations
    b. Integration of e-Payment with electronic sales invoice

4. Dashboard Reports for public access
   a. Creation of dashboard reports with statistical data readily available for the public

iii. Feature and Change Requests on Pre-Existing Modules

1. Revised application process for New and Renewal applications
   a. Background ZAU evaluation for Mayor's Permits released in 2016 or earlier

2. Revised application process for Amendment applications
   a. Include a "Re-Assessment" stage

3. Update BOSS Landing Page based on design provided by BPLD

4. Updates on Mayor's Permit template
   a. Update BPLD Head's name

5. Updates on the online application form
   a. Remove the word "Optional" in the attachment of Community Tax Certificate (Cedula) portion for Cooperatives
   b. Modification of the drop-down menu for verification status
   c. Generation of MP Number post payment of tax bill for New businesses
   d. Additional questions for DPOS evaluation:
      i. Have you issued Security Clearance to the business?
      ii. Have you issued CCTV Clearance to the business?
   e. Additional question on Internet Service Subscription:
      i. Does your business utilize an internet service subscription?
      ii. If YES, select one:
         1. Prepaid or Postpaid

6. Updates on Renewal process flow
   a. Allow business owners to submit early submission for the renewal of Mayor's Permit
      i. System will automatically renew Mayor's Permit right after the expiration date

7. Updates on Email Notification
   a. Update the email notifications to business owners to enhance the Customer Satisfaction Survey response rate

8. Updates on Business Retirement
    a. New module for MISRAD to create new entry for retired businesses without OBPAS records
    b. Allow Records Division to generate E-Copy for retired businesses

9. Update on GRAC Secretariat access
    a. Allow user to upload attachments and encode validity dates

10. Update on Ancillary Access Evaluation Page
    a. DBO, DSQC, CHD and BFP unified risk classification
        i. Uploading of unified risk classification matrix
        ii. Management page for the unified risk classification matrix

11. Migration of legacy processes to OBPAS
    a. Legacy System Module: Amendment
    b. Legacy System Module: Business Exemption
    c. Legacy System Module: Business Query - inclusion of payment history

12. Update on User Management module
    a. Include a Division Head and BPLD Head approval process

13. Updates on Tax Assessment module
    a. Adaptation of relevant provisions of the Quezon City Revenue Code
    b. Allow Final Evaluator to remove Barangay Fees if the applicant has uploaded valid Barangay Business Clearance

14. Updates on Search Business module
    a. Open New Tab when opening a record
    b. View MP E-Copy Access (SSS Access)

15. Update on In-person application process
    a. Alignment of In-Person application process with the online application process

16. Updates on Liquor Permit module
    a. Additional Allowed status - Change Application Status Module
    b. Update BPLD Head's signatory name in e-copies (Order of Payment & Digital Liquor Permit)
    c. Adjustment in Permit Date Issued during generation of e-copy and printing
    d. Remove printing restriction for Digital Liquor Permit

e. Add Applications under Payment Validation in For Owner's Payment module
f. Return to Encoding - LLD Chief Review & Recommending Approval modules
g. Auto-population of Previous Encoding Details for Renewal/ Amendment - Encoding Module
h. Blacklist Module
    i. Allow LLD to tag/untag blacklisted businesses with remarks
i. Dashboard, reports and data extraction
    i. Include Submitted Liquor Permit Applications Report in the dashboard
    ii. Allow LLD Chief to extract Survey data
    iii. Addition of regular reports in reports extractor
    iv. Customizable field selection
    v. Convert from On-Demand structure to Queuing
j. Integration of e-Invoice in the payment process
k. Development of Customer Feedback Survey Form - Applicant Access
    i. Addition of Customer Feedback Survey reminder prompt
l. MP Number Validation Adjustment
m. Separate FAQ Viewer and Management pages
n. UI-UX Enhancements
    i. Follow OBPAS standard application design
    ii. Updates on application form
o. Integrate LLD's inspection process to AIAS mobile application
p. Integrate LLD's ancillary evaluation to Liquor Permit modules

B. AIAS ENHANCEMENTS

i. Feature and Change Requests on Pre-Existing Modules

1. Updates on AIAS mobile application
    a. "Not Applicable" tick box for CCTV, Breastfeeding, PWD
    b. Require at least 3 attachments
    c. Calendar configuration for weekends
    d. Attachment of Establishment's façade
    e. Add tick box for NGA
    f. View MP Summary including contact information
    g. Remove Safety Seal feature
    h. Add For Compliance Status in Ancillary Information

2. Revised Compliance Monitoring process
    a. Generation of Mission Order is barangay-based, businesses will no longer be listed
    b. Manual selection of Mission Order Validity

            c. New template for Mission Order

       3. Email Inspection Results to ancillary departments

       4. Updates on BPLD Head/Inspection Supervisor access
           a. Multiple District Assignment
           b. Remove NDC (District 5) Validations
           c. BPLD Head Dashboard: Add count of records with pending action
           d. BPLD Head: Add Negative List Viewer
           e. Flag inspected businesses from Compliance Monitoring in generation of OTS
               i. Display previous inspection details

       5. Updates on EAD/Legal Team access
           a. Add "View MP E-copy" option in all legal access and include "FOR EAD Use Only" watermark in the e-copy
           b. BPLD Online Legal Approval: Add queuing feature
           c. Negative list module
                i. Add new record on business with existing record in Negative List
                ii. Add Reason dropdown
                iii. Negative list validation: Add Business Name and Barangay parameter
                iv. Update legal Action Templates
                v. Remove Demand Letter in Legal Actions
                vi. Auto-assignment of past due actions for second follow through of legal action
                vii. Provision to allow initial case officer to follow through on going legal case

       6. Other general updates
           a. Update BPLD head's name and signature
           b. Update QC BPLD logo
           c. Update IVD chief's name and signature
           d. BPLD Access to Inspection Result: Update Business Name and Barangay parameter
           e. Removal of Second Verifier in Mission Order and Inspection Results

IV. PROJECT STANDARD AND REQUIREMENTS

A. The service provider must have provided a similar system to one or more Philippine Local Government Unit/s in the last five (5 years) which is still in use.
B. The service provider will provide all necessary training for software and existing usage, administration and management of the web portal to all office-based and field personnel using the inspection audit system.
C. The bidding corporation must be registered with the SEC as an IT company with the purpose of trading goods and services such as software systems.

D. The bidding corporation must be in the same industry as per their SEC registration for at least five (5) years.
E. The bidding corporation must be duly registered with the National Privacy Commission.
F. The service provider must have its own regular pool of employees who are software developers for the project.
G. The service provider must have its own regular pool of employees or personnel for system administration, deployment, proper quality assurance analyst and technical and support staff for the project.

V. PROJECT DURATION

The project duration will be for ninety (90) calendar days.

MILESTONES	CALENDAR DAYS
Project Preparation and Mobilization	15 calendar days upon Receipt of Notice to Proceed
Process Mapping, Technical Specifications Sign-Off	12 calendar days
Application Programming & Development to Minimum Viable Product	60 calendar days
UAT	2 calendar days
Training and Handover	1 calendar day
Project Support	12 months from handover date

VI. APPROVED BUDGET FOR THE CONTRACT

A. The Approved Budget for the Contract (ABC) is **Twenty Million Pesos (PHP 20,000,000.00)** with deliverables and listed complete details specified in Section III, Project Scope of Work.

B. **COST BREAKDOWN**

DESCRIPTION	AMOUNT (PHP)
Due diligence, system design and data model	
Software Development Cost	
System Documentation, Training Module and Training	
Technical & Customer Service Support – 12 months	
Hosting and Administration	
TOTAL	20,000,000.00

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 PAYMENTS

MILESTONES	ACCEPTANCE	PERCENTAGE

	CRITERIA	BILLING
Project Preparation and Mobilization Process Mapping and Technical Specifications Sign-Off	Process Mapped and Approved Documentation signed-off by the end user	15%
Application to Programming and Development to Minimum Viable Product	Minimum viable product signed off by QA and client's authorized personnel	35%
User Acceptance Test (UAT) of the Updated Web Portal	Beta testing of the web portal at the end user's office at the Quezon City Compound Full documentation signed off QA and client's authorized personnel	34%
Training and Handover	Signed off by client's authorized personnel	15%
Performance Security Retainer	6 months	1%
TOTAL		100%

VIII. CONDITIONS

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 ninety (90) days upon contract award. Failure to do so will subject them 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 components shall have six (6) months warranty upon implementation. User manual and installer shall be provided for software components.

- User manual and installer (if necessary) shall be provided for software components.
- All hardware requirements are existing and to be provided by BPLD.

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 service provider to penalties and/or liquidated damages pursuant to the provisions of 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 a negotiated procurement pursuant to RA 9184 and its IRR.

Terms of Reference endorsed, reviewed and certified by:

MA. MARGARITA S. MEJIA, DPA
City Government Department Head III, BPLD

PAUL RENE S. PADILLA
Head, QCITDD

EDGAR T. VILLANUEVA
City Treasurer

Approved by:

MICHAEL VICTOR N. ALIMURUNG
City Administrator