

## TERMS OF REFERENCE

### EXPANSION AND ENHANCEMENT OF THE TECHNICAL AND FUNCTIONAL CAPABILITIES OF THE BUSINESS INFORMATION SYSTEM PROJECT FOR THE QUEZON CITY BUSINESS PERMITS AND LICENSING DEPARTMENT (PHASE 2)

#### I. PROJECT BACKGROUND

To align with Section 374<sup>1</sup> of the 1991 Local Government Code, the Quezon City Business Permits and Licensing Department (BPLD) has, over more than 25 years, accumulated an extensive archive of printed or hard copy business permits and licensing documents, stored in multiple locations. Recognizing the need to modernize and innovate government processes, the Anti-Red Tape Authority issued a directive on July 27, 2022, with the endorsement of President Ferdinand "Bongbong" R. Marcos Jr., to accelerate the transition to digital solutions to keep pace with technological advancements.

In response, the QC BPLD introduced the Business Information System (BIS) at the close of 2023. This system achieved the digitization of printed business permits and licensing records from 2014 to 2022, enhancing document management and retrieval. Additionally, it seamlessly integrated with the Online Business Permit and Licensing System, ensuring automatic digital archiving of business records beginning in 2022/2023, establishing a more efficient, accessible, and resilient record-keeping infrastructure.

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 expand and enhance the technical and functional capabilities of the QC BPLD's BUSINESS INFORMATION SYSTEM.

#### II. PROJECT DESCRIPTION

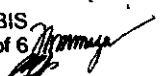
This project aims to enhance the Quezon City Business Permits and Licensing Department's (BPLD) efficiency through the development of an integrated digital platform, thereby enhancing the Business Information System (BIS). The self-service portal will allow business owners to securely access, view, and request certified records, while the administration portal will enable BPLD staff to efficiently manage and process these requests. An additional portal will serve authorized third-party requests, with approvals overseen by the BPLD Department head. The BIS will integrate with department's systems for document archiving and delivery, featuring dashboard enhancements and secure timestamps. Comprehensive training and robust server deployment will ensure reliable, scalable service and long-term support.

#### III. PROJECT SCOPE AND DELIVERABLES

##### 1. SELF-SERVICE PORTAL FOR BUSINESS OWNERS

The Self-Service Portal for Business shall have the following features:

<sup>1</sup> SECTION 374. Establishment of an Archival System. - Every local government unit shall provide for the establishment of an **archival system** to ensure the safety and protection of all government property, public documents or records such as records of births, marriages, property inventory, land assessments, land ownership, tax payments, tax accounts, and **business permits**, and such other records or documents of public interest in the various departments and offices of the provincial, city, or municipal government concerned.



- a) User verification and account creation with password via eservices portal.
- b) Upload requirements as proof of identity as the business owner or official representative of the business owner.
- c) Verification and summary of availability of business records.
- d) Ability to order a digital and/or hard copy of the certified and true copy of the business records.
- e) Issuance of Order of Payment and processing and validation of payment.

## **2. ADMINISTRATION SERVICE PORTAL**

The Administration Service Portal shall have the following features:

- a) Admin Account Creation with password and two factor authentication.
- b) Ability to receive, validate, process or reject the client's order, create Order of Payment, validate and approve payment and generate and issue a certified and true copy of business records in digital and/or hard copy format.

## **3. PORTAL FOR PROCESSING REQUESTS FROM AUTHORIZED 3<sup>RD</sup> PARTIES**

The portal for processing requests from Authorized 3<sup>rd</sup> Parties (Vice Mayor, other QC Departments, Councilors, the Courts, Bureau of Internal Revenue, etc.) shall have the following features:

- a) A portal to process and generate and issue a certified and true copy of business records in digital and/or hard copy format.
- b) A functionality for the Department Head of the Business Permit and Licensing Department to provide final approval.

## **4. INTEGRATION WITH OTHER QUEZON CITY SYSTEMS**

The Integration with other Quezon City LGU systems shall have the following features:

- a) API integration for Online Business Permit Application System (OBPAS) to archive business records and related documents.
- b) Integration with the QC Document Delivery System for delivery of business records.

## **5. USER INTERFACE ENHANCEMENTS**

The User Interface enhancements shall have the following features:

- a) Enhancement of main dashboard to include new features for administration of the self-service portal.
- b) Certified and true copy documents shall have a time stamp and official watermark.

## **6. INFRASTRUCTURE**

- a) On premise server and cloud server with 12 months subscription.

## **7. TRAINING AND TECHNOLOGY TRANSFER**

- a) Provide a comprehensive training for a minimum of ten (10) and at maximum of twenty (20) QCBPLD personnel that will be assigned by the Department to ensure continuity of operation, maintenance and proper

technology transfer.

#### **IV. CONFIDENTIALITY OF DATA**

- A. The Provider shall document detailed procedures/techniques in identifying system security risks and breach and how such shall be handled in accordance with the Data Privacy Act of 2012.
- B. The Provider agrees to hold the Proprietary Information in strict confidentiality. Provider further agrees not to reproduce, transcribe, or disclose the Proprietary Information to third parties without prior written approval of the QC BPLD.
- C. All records/data gathered, processed and digitized is fully-owned by the Quezon City Government.

#### **V. PROJECT STANDARDS AND REQUIREMENTS**

The soliciting party is the LOCAL GOVERNMENT OF QUEZON CITY on behalf of the Business Permit and Licensing Department (BPLD). The parties invited to make and submit their proposals are qualified private sector entities, whether stock or non-stock and non-profit corporations. For prequalification purposes, interested and fully qualified parties shall submit the following documents together with the submission of their bid:

- a) Company Profile, stating the owners, brief history and business of the company and such other information deems necessary or desirable to include to enable proper evaluation of its capabilities;
- b) Audited Financial Statement for the last (3) three years, which shall include at least the following: income statement, balance sheet and cash flow statement as submitted to the relevant government regulatory authorities (SEC and BIR);
- c) List of clients and description of relevant projects, including duration of engagement (on-going and completed);
- d) Board Resolution appointing a representative and authorizing your Company to submit a bid and enter into a contract with the Government of Quezon City based on this Terms of Reference (TOR);
- e) Proof of Registration with the National Privacy Commission

#### **VI. BIDDER'S PROFILE AND QUALIFICATIONS**

Below are the minimum qualifications required from the Provider:

- a) The 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.
- b) Demonstrated experience in application development and deployment and in data analytics with the use of advanced algorithms to generate reports evidenced by use cases and patents.
- c) The Bidder must have local and international professional applied experience and skills and qualifications as follows:



- i. Degree in a relevant field (Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, and Software Engineering) preferably with Professional Regulatory Commission License.
- ii. Minimum of at least 10 years of experience related to data management/database development and archiving, including use of web-enabled platforms and common reporting analysis tools.
- iii. Proven professional experience in database technologies end to end, including web client development and deployment, database management and development of web-based information systems.
- iv. Must have a minimum of ten (10) employees/pool of personnel for system administration, deployment, proper quality assurance analysts and technical support staff for the project.
- v. Winning bidder must provide initial appropriate and essential information technology hardware during systems development and provision of technical support to the department under this TOR.

## VII. PROJECT DURATION

This project shall be implemented with the following target days per milestone. Delivery period for the project shall be 150 calendar days from issuance of Notice to Proceed. The periods indicated below provide target dates only and may run concurrently. They do not illustrate the actual time frame from the beginning to the end of the project.

<b>MILESTONES</b>	<b>CALENDAR DAYS</b>
Project Preparation and Mobilization	15 calendar days upon issuance of Notice to Proceed
Software Development to MVP for Self-Service Portal for Business Owners.	60 calendar days upon issuance of Notice to Proceed
Software Development to MVP for Administration Service Portal.	60 calendar days upon receipt of Notice to Proceed
Software Development to MVP for Processing Requests from Authorized 3 <sup>rd</sup> Parties.	30 calendar days upon receipt of Notice to Proceed
User Interface and Dashboard Enhancements	60 calendar days upon receipt of Notice to Proceed
Integration with other QC Systems	30 calendar days upon receipt of Notice to Proceed
System Documentation, Training Module, Knowledge Transfer and Hand Over.	30 calendar days upon receipt of Notice to Proceed
QA/UAT Testing	15 calendar days after delivery of MVPs
Hand-over and training of minimum of 10 to maximum of 20 QCBPLD personnel	7 calendar days after MVPs
Technical and Project Support	60 calendar days after delivery of MVP

**VIII. APPROVED BUDGET FOR THE CONTRACT**

**A.** The approved budget for the contract is **Twelve Million Pesos (Php 12,000,000.00)**.

**B. COST BREAKDOWN**

DESCRIPTION	AMOUNT (PHP)
Due Diligence, Systems Design, and Data Model	
Software Development Costs	
Data Model and Backend Service Enhancements	
User Interface and Dashboard Enhancements	
System Documentation, Training Module, and Training	
Technical and Customer Service Support (12 months)	
<b>TOTAL AMOUNT</b>	<b>12,000,000.00</b>

**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).

**IX. BASIS OF PAYMENT**

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Preparation and Mobilization	Process Mapped and approved.	
Process Mapping, Architecture & Design	Application Framework signed off by client's authorized personnel.	15%
Software Development to MVP for Self-Service Portal for Business Owners.	Minimum Viable Product signed off by Supplier's QA and client's authorized personnel.	30%
Software Development to MVP for Administration Service Portal. Software Development to MVP for Processing Requests from Authorized 3 <sup>rd</sup> Parties.	Minimum Viable Product signed off by Supplier's QA and client's authorized personnel.	20%
User Interface and Dashboard Enhancements. Integration with other QC Systems	Minimum Viable Product signed off by Supplier's QA and client's authorized personnel.	15%
User Acceptance Test - Technical Go Live	Technical Go Live. Onboarding of Users.	5%

Go Live	Go Live Certificate. Full documentation manual.  Signed off by Supplier's QA and client's authorized personnel.	5%
System Training and Hand Over	Signed off by client's authorized personnel.	5%
Project Support	60 Calendar Days after Go Live Certification.	5%

**X. TEST PARAMETERS**

The delivered software and hardware of the QC Business Information System shall be tested and evaluated using accepted guidelines.

**XI. WARRANTY AND GUARANTEE REQUIREMENTS**

Full functionality support program guarantee for the period of sixty (60) working days.

**XII. 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.

**XIII. 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:

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

  
**PAUL RENE S. PADILLA**  
 Head, QCITDD

Approved by:

  
**MICHAEL VICTOR N. ALIMURUNG**  
 City Administrator