

## **TERMS OF REFERENCE**

### **ARTIFICIAL INTELLIGENCE (AI) TECHNOLOGY SUBSCRIPTION FOR DATA ANALYSIS**

#### **I. PROJECT BACKGROUND**

The Quezon City Government's Business Permits and Licensing Department (BPLD) is responsible for business permit issuance and renewal, playing a key role in maintaining a supportive environment for investment. Over the past year, BPLD has implemented an AI subscription to enhance its data analysis, allowing for more efficient processing and interpretation of the increasing volume of data generated by digital initiatives. This initial AI implementation has enabled the Department to access actionable insights for policy-making, contributing to Quezon City's economic competitiveness.

Building on the success of the initial phase, the continued subscription to an AI software aims to continuously utilize the technology while expanding its capabilities to provide enhanced data visualizations. These added visualizations will make complex trends and patterns easier to interpret, allowing users to assess business and licensing trends with greater clarity. By refining the way insights are displayed, this phase seeks to further streamline BPLD's decision-making processes and bolster its ability to craft policies that attract more businesses to the city.

Through this continuation of the AI subscription with additional visualization tools, BPLD will be able to offer even more refined, data-driven support for Quezon City's economic goals. The enhanced visuals will not only improve comprehension of complex datasets but will also support the city's broader vision of making Quezon City a prime destination for investors through agile, responsive policy-making.

#### **II. PROJECT DESCRIPTION**

The proposed AI subscription is intended to address BPLD's challenges by automating data analysis processes, improving accuracy, and providing deeper insights. It will be expected to integrate with the existing data infrastructure, support various data formats, and offer advanced analytical capabilities such as predictive modelling, among others.

Submissions will be assessed based on the strengths and overall cost-effectiveness of their solutions in:

- Integration across different database formats
- Speed of deployment and simplicity of use, including subsequent availability and responsiveness of support from vendor for users
- Efficiency and speed in refreshing dashboards
- Flexibility for prospective adaptation, such as the incorporation of new sources and formats of data, subsequent to conclusion of the project
- Stability of subscription and robustness of data security

#### **III. PROJECT SCOPE OF WORK**

1. Project Preparation and Mobilization, including twelve (12) months subscription to the Administrative Portal/ Client Portal Interface
2. Requirements Gathering, Scoping and Project Management
3. Initial Database Review
4. Data Extraction and Integration
5. User Guidance and Training

6. Final Handover
7. Technical and Project Support
8. Data analysis and Visualization (**50 DATA VISUALIZATIONS DERIVED FROM RELEVANT DATABASES OF THE QUEZON CITY GOVERNMENT**)

As a minimum, the proposal must deliver a secure AI subscription for data analysis which shall include the following features and deliverables:

#### **1) Administrative Portal Interface**

- a) Web application is protected by SSL certificates and accessible from Google Chrome, Microsoft Edge, and Safari web browsers (PC and mobile phone compatible)
- b) Database integration management
  - Integrating relevant databases of the Quezon City Government
- c) Creation and editing of charts, including the following chart types:
  - Bar, Line, Area (including Stacked variations)
  - Sunburst
  - Heatmaps
- d) Creation and editing of dashboards
- e) Interactive filtering of charts and dashboards by text (search), category (dropdown), and date range
- f) Management of user roles and access controls
  - Column-level permissions
  - Row-level permissions
- g) Backup and recovery functions (cloud-based and on-premise)
- h) System should conform with applicable data privacy laws

#### **2) Client Interface**

- a) Shareable and embeddable charts and dashboards
- b) Automatic refreshing of chart data at regular intervals
- c) Scale and performance to handle public requests during peak periods
- d) Secure operation and access controls

#### **3) Connectivity**

- a) Support for on-premise databases and on-premise operation
- b) Support for Microsoft SQL Server and Google Sheets
- c) Real-time data access
- d) Combine data from multiple databases within a single chart

The proposal must also include professional services to (1) maintain the system and (2) integrate and visualize data, and (3) to train users in subsequent usage and adaptation of the solution.

### **IV. PROJECT STANDARDS AND REQUIREMENTS**

The parties invited to make and submit their proposals are qualified public/private sector entities, whether stock or non-stock and non-profit corporations. For prequalification purposes, interested and fully qualified parties shall submit the following document together with the submission of their bid:

- A. Company Profile, stating the owners, brief history and business of the company and such other information deemed 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) for the past three (3) years;
- 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 TOR.

**V. SUPPLIER PROFILE AND QUALIFICATIONS**

Listed below are the minimum qualifications required of the Supplier:

- A. The Supplier must be a reputable Information Technology Firm with at least three (3) years business operation in the design, development, implementation and maintenance of Business Management Systems.
- B. Demonstrated experience by the Lead Supplier Team in application development and deployment and in data analytics with the use of advanced algorithm to generate reports evidenced by use cases.
- C. The Lead Supplier Team should have local and international professional applied experience and skills and qualifications as follows:
- D. Degree in a relevant field (Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, and Software Engineering) with Professional Regulatory Commission License.
- E. Minimum 10-year experience related to data management/database development and archiving, including use of web-enabled platforms and common reporting analysis tools.
- F. Proven professional experience in database technologies end to end, including web client development and deployment, database management and development of web-based information systems
- G. Competent and dedicated staff that can be reached for feedback having at least 5 years of related work experience
- H. Excellent communication and writing skills.

**VI. PROJECT DURATION**

This project shall be implemented with the following target days per milestone. 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.

MILESTONES	CALENDAR DAYS
Project Preparation and Mobilization	14 calendar days upon receipt of Notice to Proceed
Requirements gathering, scoping and project management	74 calendar days upon receipt of Notice to Proceed
Initial database review	74 calendar days upon receipt of Notice to Proceed
Data extraction and integration	74 calendar days upon receipt of Notice to Proceed
Data analysis and visualization (Up to 50 visualizations)	120 calendar days upon receipt of Notice to Proceed
User guidance and training	109 calendar days upon receipt of Notice to Proceed
Final handover	123 calendar days upon receipt of Notice to Proceed
Technical and Project Support	60 calendar days after final handover

**VII. APPROVED BUDGET FOR THE CONTRACT**

- 1. The approved budget for the project is **EIGHT MILLION TWO HUNDRED HUNDRED TWENTY TWO THOUSAND FIVE HUNDRED PESOS (PHP8,222,500.00).**
- 2. **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).

**VIII. BASIS OF PAYMENT**

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Preparation and Mobilization	Completion of project mobilization	15%
Requirements gathering, scoping and project management	Finalization of project scope, chosen metrics and chosen analytics	15%
Initial database review	Identification of database to be connected	20%
Data extraction and integration	Successful integration of four data sources	10%
Data analysis and visualization Up to 50 visualizations	Finalization of 50 visualizations, with up to 10 revisions	10%
User guidance and training	Successful user walk-through on data integration and visualization	10%
Final handover	Identification of in-house staff for data analysis, and up to 1 month of training	10%
Technical and Project Support	Technical and project support during working hours, for 60 days	10%

**IX. TEST PARAMETERS**

The AI Technology for Data Analysis shall be tested and evaluated using accepted guidelines.

**X. WARRANTY AND GUARANTEE REQUIREMENTS**

Full functionality support program guarantee for the full period of subscription.

**XI. 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.

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

Terms of Reference endorsed, reviewed and certified by:



Digitally signed by  
Mejia Ma. Margarita  
Santos  
Date: 2025.02.13  
16:37:57 +08'00'

**MA. MARGARITA S. MEJIA, DPA**  
City Government Department Head III  
Business Permits and Licensing Department



**MARY ANN G. CRUZ** +  
Officer-in-Charge  
QC Information Technology Development Department

Noted by:



**MICHAEL VICTOR N. ALIMURUNG**  
City Administrator