TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF THE CENTRAL COMMUNICATIONS UNIT AND BUILDING MAINTENANCE COMPLIANCE DIVISION MODULES FOR THE QUEZON CITY DEPARTMENT OF THE BUILDING OFFICIAL ONLINE CENTRALIZED AUTOMATED SYSTEM

I. Rationale and Brief Background

The Quezon City DBO-OCAS Phase 3 will build on the success of the previous phases, enhancing the capabilities of the existing system and further improving the ease of doing business with the Department of the Building Official (DBO). This phase will introduce the Central Communications Unit (CCU) and Building Maintenance Compliance Division (BMCD) modules, which aim to streamline communication and compliance processes within the DBO.

II. Project Description

The Quezon City DBO-OCAS Phase 3 is an enhancement of the existing system, integrating new modules for the Central Communications Unit and the Building Maintenance Compliance Division. These modules will provide applicant-facing and internal components to improve document routing, data privacy, user roles and permissions, and overall compliance tracking. The system will maintain the hybrid model, combining online and on-premise functionalities for greater accessibility and efficiency.

III. Project Scope of Work

✓ The service provider shall provide the City with a system with the following specifications:

i.   The Quezon City DBO-OCAS3 will be a hybrid system that will have cloud-based and on-premise modules that are accessible using the most recent versions of Chrome, Firefox, and Safari.

ii.   The system will implement industry standard measures to protect user data and prevent unauthorized access. A firewall will be implanted for secured connection for both the on-premise and cloud-based systems.

iii.   The provider shall acquire a dedicated Cloud Service Subscription for the Quezon City Government or DBO. The cloud-based hosting will operate for one (1) year and subject to renewal thereafter. A minimum of 16 GB memory, 4 virtual CPU, and 240 GB storage will be allocated for the online system. A minimum of 8 GB memory, 2 virtual CPU, and 120 GB storage will be allocated for the online database. The system and database servers are separate and distinct online servers. The CPU, Memory, and Storage of the servers are expandable up to twice its minimum capacity if the system requires it.

iv.   The on-premise server is not part of the project and will be provided by DBO but the system provider will setup the server to deploy the on-premise components of the system. The minimum requirement for the on-premise server will be similar to the specifications of the cloud server.

v.   The system will allow daily backups of the database.

vi.   Data Ownership. Data gathered, generated and processed by the DBO-OCAS shall be owned by the Quezon City Government and as such, designating the provider to be responsible ensuring that proper safeguards are in place to ensure the confidentiality of

the personal information processed, prevent its use for unauthorized purposes, and generally, comply with the requirements of the Data Privacy Act of 2012 and other laws for processing of personal information. The personal information processor shall comply with all the requirements of the Data Privacy Act of 2012 and other applicable laws.

vii. The service provider will also provide resolution to the vulnerability assessment reports conducted by outside parties that are authorized by QC LGU. This includes those conducted by national agencies like the Department of Information and Communications Technology (DICT) or other third parties with which QC LGU engages.

viii. The service provider will provide all necessary training to at least 5 DBO personnel comprising of encoders, inspectors, administrators, IT personnel for the usage, administration, and management of the system for a minimum of 8 hours and maximum of 40hours if the end user requires it.

ix. **Central Communications Unit Module:**

- Both an applicant-facing and CCU facing module.

- Ability to track the routing of documents within different divisions of DBO.

- Maintain data privacy with proper access restrictions for each user; only Admin can view all records.

- Use of DBO application reference number for auto-fill of client info.

- Aging of communications (marked red if unresolved in 14 days).

- Bulk transfer and assignment of documents.

- Reports generation, such as but not limited to: routing slip, transmittal slip, communications report, audit trail report

- Client profile management

- Applicant assistance feature with ticket generation

- Screenshot of the applicant's screen and application and applicant information will automatically be attached to the ticket.

x. **Building Maintenance Compliance Division (BMCD) Module**

- Migration of building inventory from Excel and physical folders to the new system.

- Calendar feature for scheduling building inspections.

- Triggers for building inspection: routine inspection, permit issuance, complaint/report about the building.

- Issuance of Notice of Violation or Checklist of Requirements based on inspection type.

- Building owner can submit compliance requirements online for initial evaluation of completeness

- BMCD can set appointment when requirements should be submitted

- Issuance of Order of Payment for BMCD Certificate through the system.

- Depending on evaluation BMCD can issue Certificate or Notice of Non-Compliance.

xi. **Project Deliverables:**

- Fully functional software that conforms to the Scope of Work

- Complete source code and its technical documentation
- Online Database credentials
- Online Server credentials
- User Manual
- All hardware, including but not limited to tablets for the Building inspection and on-premise server for the hybrid system, shall not be part of the project deliverables
- Monthly KPI Reporting: User Adoption, Incident, and Change Management KPI, System Availability

IV. Area of Coverage

The Quezon City Department of the Building Official Online Centralize Automated System will be for the Permitting and Case Management activities of DBO.

V. Project Standard & Requirements

A. Track Record
1. The Bidder must have Platinum status in PHILGEPS
2. The Bidder must be a duly registered company with SEC filing or DTI registration
3. The Bidder must be duly registered under the National Privacy Commission

B. Organization
1. The Bidder must present an Organizational Chart indicating at least the following personnel for the project
    - One (1) Software Development Manager – college graduate (preferably IT-related courses) and with at least five (5) years experience on this field
    - Two (2) Project Managers – college graduate (preferably IT-related courses) and with at least two (2) years experience on this field
    - Eight (8) Software Developers – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
2. The service provider must have its own regular employee pool of personnel for systems administration, deployment, proper quality assurance analysts and technical support staff for the project.
3. The service provider will guarantee that the system will abide with the DATA PRIVACY ACT OF 2012 to ensure that the personal information is protected

C. After Sales Support
a. One (1) year warranty for software bugs and fixes from date of acceptance.
b. Technical support with SLA will be as follows:
Response Times:
Workdays from 8AM to 5PM, expect a response within the day or by next day
Weekends and holidays, expect a response by next workday

Incident Resolution Times:

Critical Issues (System Down or Major Impact): Resolution within 4 hours
High Priority Issues (Significant Impact but workaround available): Resolution within 24 hours

Medium Priority Issues (Minor Impact): Resolution time within a week
Low Priority Issues (General inquiries or minor issues): Resolution time within 2 weeks
Note: Issue Resolution times do not cover Change Requests

Reporting:

Monthly service performance reports will be provided

D. Training

The service provider will provide all necessary training to at least 5 DBO personnel comprising of encoders, inspectors, administrators, IT personnel for the usage, administration, and management of the system for a minimum of 2 days and maximum of 7 days if the end user requires it.

VI. Project Duration

The project duration shall be One hundred fifty (150) calendar days upon issuance of the Notice to Proceed observing the schedule of delivery as stated below:

MILESTONES	DELIVERY PERIOD
Software Implementation and Project Turnover	One hundred fifty (150) calendar days upon issuance of the Notice to Proceed
Training	7 days after Certificate of Acceptance
Project Support (Maintenance/ Warranty)	1 year
TOTAL	Delivery: One hundred fifty (150) Calendar Days upon issuance of Notice to Proceed Maintenance: 1 Calendar Year

VII. BASIS FOR PAYMENT

The terms of payment shall be progressive and be based on the completion of the main modules:

   a. Upon submission of the Project Implementation Plan the procuring entity will release Fifteen percent (15%) of the winning bid amount to the service provider.

   b. Upon completion of delivery and commissioning of a module, either the Central Communications Unit module or the Building Maintenance and Compliance Division Module, the procuring entity will release Thirty Five percent (35%) of the total winning bid amount to the service provider.

   c. Upon completion of delivery of the remaining module, the procuring entity will release fifty percent (50%) of the total winning bid amount to the service provider.

   d. To support the progressive billing above mentioned, the service provider shall submit a progressive report.

VIII. Approved Budget for the Contract (ABC)

The Approved Budget for the Contract is Thirty-two Million Pesos and 00/100 only (PhP32,000,000.00) VAT inclusive

COST DERIVATION

Hosting, Database, Storage, Security	
Data Architecture Design	
Software Development Cost	
• CCU Module	
• BMCD Module	
Software Customization for 1 Year	
Documentation, Training, End User Support, 1 Year Maintenance after Project Turnover	
TOTAL	32,000,000.00

IX. Conditions and Penalties for Breach of Contract

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 One hundred fifty (150) calendar days upon issuance of Notice to Proceed. Failure to do so will be subject 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 Component shall have one (1) year warranty upon system go-live.
- User manual and installer (if necessary) shall be provided for software components.
- All hardware requirements are existing and to be provided by the Quezon City Government.
- Compatible with the onsite server to be provided by the end user (DBO).

X. Cancellation or Termination of Contract

The guidelines contained in RA 12009 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 RA 12009 and its IRR.

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