



HRAS - PROCUREMENT

REQUEST FOR QUOTATION
Sealed Bidding

PR No.: ISMS - 49971

Date: 07/06/2022

R.F.Q. No.: 202207-11647

Delivery Within 5 months upon signing of contract

Gentleman:

Please quote hereunder your lowest possible price(s) for the following item(s) which is/are urgently needed by this office. It is requested that the quotation be signed, sealed or stamped and submitted to the Supply Section, Ground Floor Department of Trade and Industry, 361 Sen. Gil J. Puyat Avenue, Makati City, Metro Manila.

Table with 5 columns: NO, QUANTITY, UNIT, ARTICLE, UNIT PRICE, TOTAL PRICE. Row 1: 1.0, UNIT, Consultancy Services ENGAGEMENT OF A TECHNOLOGY SERVICE PROVIDER FOR THE MAINTENANCE AND ENHANCEMENT OF THE DTI INTEGRATED REGISTRATION INFORMATION SYSTEM (IREGIS) PROJECT DURATION: Five (5) Months 1 SCOPE OF WORK AND DELIVERABLES 1.1 The tasks of the service providers are to assist the ISMS in the implementation, operation, technology support and help desk management of the IRegIS. The activities of these service providers must be: 1.1.1 Prepare an Implementation Strategy. The

Remarks All items should be treated as one lot. ABC is Php 970,000.

Prepared by: ILEEN P. VISTA ADMIN OFFICER IV

Very truly yours, MARY ANN D. YULAS SUPERVISING ADMIN. OFFICER

DTI SHOPPING COMMITTEE Department of Trade and Industry

As per your request, I/We have indicated the prices of the above mentioned articles on the Unit Price and Total Price columns.

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*****NOTHING FOLLOWS*****

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TERMS OF REFERENCE

- 1 PROJECT TITLE** : ENGAGEMENT OF A TECHNOLOGY SERVICE PROVIDER FOR THE MAINTENANCE AND ENHANCEMENT OF THE DTI INTEGRATED REGISTRATION INFORMATION SYSTEM (IREGIS)
- 2 PROJECT DURATION** : Five (5) Months
- 3 APPROVED BUDGET** : PHP970,000.00

4 PROJECT DESCRIPTION/RATIONALE:

The Department of Trade and Industry (DTI), through the Information Systems Management Service (ISMS) was tasked to develop, implement and operationalize online information systems of its public-facing business processes as its contribution to the country's Ease of Doing Business initiative. In line with this effort, the ISMS developed online application systems for the **Sales Promotion Permit, Certificate of Authority to Import, Sea Freight Forwarders and Repair Shop Accreditation**, major frontline business processes of the Fair Trade Enforcement Bureau (FTEB).

The Integrated Registration Information System (IRegIS) provides support to the frontline service of the FTEB that enhances operations related to processing of application documents on the issuance of permits/certificates meant for a better and transparent public service delivery. Since ISMS do not have enough manpower required to support the current operation of the IRegIS, hence, the procurement of consultancy services to provide technical expertise and assistance to support the DTI's ongoing ICT operation.

A key priority for the Government is to lessen the application and processing time of processes that will make "**ease of doing business**" in the Philippines a pleasant experience. This will not only help existing businesses, but also display to aspiring entrepreneurs that the government is here to help them succeed in their endeavors and assist them through an effective, efficient and transparent public service.

The funding of this project is through the 2022 DTI budget in support of DTI budget in support of DTI's ongoing ICT operation.

5 OBJECTIVE

The objective of the project is to procure through a business entity, service providers that will provide the Department with ICT expertise that will assist in the operation, implementation, help desk management and technology support of the Integrated Registration Information System (IRegIS), in collaboration with the ISMS, the FTEB (business process owners) and also other public as clients.

6 SCOPE OF WORK AND DELIVERABLES

6.1 The tasks of the service providers are to assist the ISMS in the implementation, operation, technology support and help desk management of the IRegIS. The activities of these service providers must be:

6.1.1 **Prepare an Implementation Strategy.** The service providers would be required to develop and document an implementation strategy based on the strategic objectives and IT opportunities identified by management;

6.1.2 **Based on results of the above, do the same for the operation and maintenance of the IRegIS.** The service providers will be required to prepare an implementation plan (e.g. technology support methodology, SLAs, etc).

6.1.3 In accordance with the set overall framework for the maintenance and enhancement of the DTI IRegIS taking into account the requirements of the ISMS, the FTEB (the business process owners) and ensuring that the system addresses the requirements and contains the desired functionalities and capabilities as defined;

6.1.4 Follow the detailed specific Information Systems Architecture and associated Technology Architecture (i.e. Infrastructure) required for the maintenance and enhancement of the IRegIS;

6.2 Provide assistance to ISMS and FTEB in the direction and measurable performance to help drive the implementation and operation of the IRegIS;

6.3 Gather, prioritize and write/rewrite feedback, operational or technical issues and other documentation of the IRegIS in collaboration with ISMS, the system owner and other relevant stakeholders;

6.4 Conduct briefings and presentations to ISMS, stakeholders and decision-makers, as may be required and appropriate. In addition, as part of the activity, the service provider will make a presentation on relevant experience in this field, and bring out the lessons from experiences in the implementation, operation and management of said frontline web-based information system.

6.5 Liaison and Reporting Arrangements

The service providers will report to the ISMS and FTEB's project team. The success of the project is critically dependent on the execution based on the implementation blueprint of the IRegIS in close consultation with the ISMS and FTEB project team knowledgeable about the functional requirements and cognizant of DTI's priorities.

6.6 IRegIS Security

The vulnerability assessment and penetration testing (VAPT) of the system should be conducted at least once a year. All the vulnerabilities, loopholes and flaws of the system should be fixed and addressed and ensure that the system and its data is secured enough from any kind of attacks before the turnover of the system to ISMS.

6.7 Non-Disclosure

Information about the DTI and its operations in this project is considered proprietary and confidential and must be treated as such by the recipients of this TOR. In the same manner, the responses to this document, which shall be specified as confidential, shall not be disclosed to other Parties.

6.8 Source Code

Upon the end of the project, the source codes, libraries and other components of the developed and/or enhanced operational system shall be turned over to ISMS and will become property of the DTI.

6.9 Deliverables

The deliverables would comprise of the following:

- 6.9.1 For the initial payment, the required deliverables are the Implementation Strategy and suggested activities; Work Plan
- 6.9.2 Monthly Report on the issues and matters relevant to the IRegIS;
- 6.9.3 A comprehensive final report covering all areas at the end of the assignment; IRegIS documentation (i.e. Business Requirements Document; Entity Relationship Diagram; Test Scripts; UAT Report; Training Report; User Manual; Installation, Backup and Recovery Manual); Operational Source Codes

7 SELECTION PROCEDURE

The service provider, preferable a Consulting Firm shall be selected using the Quality-Cost Based Selection/Evaluation procedure as prescribed under Section 24.5.3 of the Revised IRR of RA No. 9184.

The service providers must meet the following criteria:

- 7.1 Should have experiences and expertise in the area of systematic planning; business process; project management; and design, development and support of information systems;
- 7.2 The service providers should have experience in analyzing the entire system, business processes, key performance indicators and framing crucial documents;
- 7.3 The service providers should be familiar with issues of informatics management and current technology trends;
- 7.4 The service providers should be skilled in presenting complex technical and other issues to ISMS, the system owner and other system stakeholders;
- 7.5 The service provider should be knowledgeable in the use of standard AWS Cloud-based technologies for strategic implementation of web-based apps and adopt such a methodology for this project;
- 7.6 The service providers should have experience in providing maintenance and support implementation service to web-based enterprise-wide information system utilizing Serverless Application Framework using API Gateway, Lambda, DynamoDB, Step Functions and other AWS technology

The following weights shall be used:

CRITERIA	WEIGHT (%)
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Technical Proposal	80%
- Applicable Experience and Capability of Consulting Firm	
- Qualification of personnel who shall be assigned to the project (at least 1 Team Manager/Lead and 2 Team Members)	
- Description (with scope of work) of Similar Completed projects	
- Methodology and Approach	
Financial Proposal	20%
TOTAL	100%
Passing Rate	70%

7.7 The service providers should allocate at least three (3) service providers/consultants, and are expected to bring expertise and experience in the areas of technology support and help desk (customer relation) management

Team Composition		
Role	Responsibilities	Skills
Project Manager/ Team Lead	Lead the IRegIS Team. Manages the provision of customer maintenance and support activities and services.	Advance programming skills and knowledge of AWS services. Understanding of the IRegIS process. Knowledge in Help Desk (customer relation) management process
Technical Staff 1	Troubleshoot technical issues arising from the implementation of the system. Handle also business process issues with assistance from ISMS and the process owner (FTEB)	Basic programming skills and knowledge of the AWS services. Understanding of the IRegIS process. Knowledge in Help Desk (customer relation) management process.
Technical Staff 2	Troubleshoot technical issues arising from the implementation of the system. Handle also business process issues with assistance from ISMS and the process owner (FTEB)	Basic programming skills and knowledge of the AWS services. Understanding of the IRegIS process. Knowledge in Help Desk (customer relation) management process.

7.8 The service providers must meet the following criteria:

- 7.8.1 Should have experiences and expertise in the area of systematic planning, business process, project management, and design, development and support of information systems;
- 7.8.2 The service providers should have experience in analyzing the entire system, business processes, key performance indicators and framing crucial documents;
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- 7.8.5 The service providers should be knowledgeable in the use of standard **AWS Cloud-based technologies** for strategic implementation of web-based apps and adopt such a methodology for this project;

- 7.8.6 The service providers should have experience in providing maintenance and support implementation service to web-based enterprise-wide information system utilizing Serverless Application Framework using API Gateway, Lambda, DynamoDB, Step Functions and other AWS Technology.

7.9 TECHNICAL PROPOSAL CONTENT

Technical Proposal should be prepared considering Objective, Scope, Approach & Methodology, Activity Schedule & Deliverables as well as other information given in this document. The Technical Proposal must include:

- 7.9.1 Brief description about the Consulting Firm;
- 7.9.2 Consulting Firm experience: In addition to overall experience of, details of specific consultancy projects undertaken will be provided including Assignment/Job name, description of services provided, appx. Value of assignment, location, duration of assignment, name of client, start and completion dates, names of associates (other than employees), if any;
- 7.9.3 Detailed Resume of to be assigned team lead and members clearly indicating the details of educational attainment, training, professional work experience, and certifications (if any);
- 7.9.4 General and detailed description of tasks and functions performed in the completed project similar to the requirements of this project.
- 7.9.5 Methodology (capability of the service provider’s proposed solution to meet project proponent’s requirements and interface with the existing application systems and IT infrastructure of DTI and other DTI partner agencies); and,
- 7.9.6 Work Plan and Schedule.

7.10 FINANCIAL PROPOSAL

The bidders will present the total financial cost (inclusive of all applicable taxes) for the project development and implementation (which should not exceed the Approved Budget Cost), as well as the expected annual post-implementation cost to be incurred by the DTI in maintaining the system for 3 years after the warranty period expires. Total Cost of Ownership (TCO) must be provided and broken down into:

- 7.10.1 Services and Implementation Cost (Please indicate total cost and number of days)
- 7.10.2 Software License/s (Development/Migration tool) and other related third-party software applications
- 7.10.3 Customization Cost (Please indicate total cost and number of days)
- 7.10.4 Annual Maintenance Cost and other cost (Basis and Percentage), if any

All costs are to be quoted as inclusive of value-added tax (VAT) and all applicable taxes.

8 PAYMENT SCHEME

Tasks / Activities	Deliverables	Frequency	Cost (PhP)
Support Services - Provide 1 Level 1 support	Helpdesk Report (Detailed Issue Resolution Report)	Monthly	50,000 per month or a total of 250,000 for five (5) months
	Helpdesk Report	Monthly	

<ul style="list-style-type: none"> - Provide 1 Level 2 support (technical support) - Provide 1 support supervisor 	(Issue Resolution Per Category Summary Report)		
Systems Administration and Maintenance Support (Technical Support)	Executive Summary	Monthly	
	Incident Report	Per Incident	
	Patch Update	Per Patch	
	System and Resource Utilization	Monthly	
	IRegIS Collection Report	Monthly	
	Back-up Report	Monthly	
Development and Enhancement <ul style="list-style-type: none"> - Private Emission Testing Centers (PETC) System - Helpdesk System - Nationwide Sales Promotion Rollout - GI-Motor Vehicle - LTO and BOC Endorsement (Issuance of CAI-CKD) - Customer Satisfaction Form Module - Announcements / Advisory Module - Module on Consolidation, Processing and Report generation of cargo statistics reports submitted by the SFFs - Enhancements made in the existing systems, e.g., SFF, SRE, etc. 	<p style="text-align: center;">User Manuals, Administration and Technical Manuals, Backup and Recovery Manuals, Operational IRegIS Source Code</p>	<p style="text-align: center;">Per application system or per module</p>	<p style="text-align: center;">80,000 per module or a total of 720,000 for nine (9) modules to be completed within five (5) months</p>

9 OTHER PROVISIONS

- 9.1 This TOR shall form part of the final contract of services. Any contradictory provision in the final contract will be deemed void and non-enforceable.
- 9.2 The DTI shall be entitled to pre-termination of contract with no penalty fees if the Service Provider fails to deliver any of the required components within a reasonable period of time, or when service is deemed consistently poor by project stakeholders. Both parties shall agree on a criteria list as to when the contract may be pre-terminated.

- 9.3 Pursuant to a directive from the DTI Legal Service, no penalty fees will be charged to DTI for late payments, as proper accounting procedures have to be duly observed in the preparation of check payments.
- 9.4 The DTI shall be entitled to impose contract penalty fees or payment rebates for any delay in implementation that is not attributable to constraints and limitations on the end of DTI. Penalty cost shall be one-tenth of one percent of the remaining balance due per day of delay.
- 9.5 It is understood that DTI reserves the right to reject any or all proposals, waive any defect/s or informality/ies therein, or to accept the proposal which is most advantageous to DTI.
- 9.6 It is understood by all qualified Service Providers that all quotations must incorporate the terms and conditions indicated in this TOR document.
- 9.7 Response documents will be the property of DTI and will no longer be returned to the prospective Service Providers.