

## TERMS OF REFERENCE

### **PROJECT: ENHANCEMENT OF THE DOT ONLINE ACCREDITATION SYSTEM**

#### **A. BACKGROUND**

The Department of Tourism launched the new Online Accreditation System last September 29, 2020 which paved the way for a seamless and efficient procedure in facilitating accreditation request from tourism establishments. This is a response also to the President's call for streamlining and automation of services in the Ease of Doing Business Act signed in 2018 and the Bayanihan to Heal As One Act, which directs government offices to expedite the delivery of services in view of the COVID-19. Through the enhanced platform, <https://accreditation.tourism.gov.ph>, the DOT Online Accreditation System (ver. 1.0) provided contactless and hassle-free processing of accreditation applications, showcasing the full functionality of application processing, from Application filing to Certificate Printing.

As of July 31, 2023 the DOT Online Accreditation System has received a total of 27,675 applications.

After almost 3 years after its launch, the Office of Tourism Standard and Regulations – Standards Monitoring and Enforcement Division (OTSR-SMED) has received numerous suggestions on ways to further make the Online Accreditation System more user friendly and efficient.

Moreover, the Updated Guidelines on the Progressive Accreditation System (PAS) governing the operations of primary tourism enterprises, provides for an additional accreditation level/application type (basic accreditation, instead of mere basic registration), changes in the types of enterprises (distinction between MICE venues and water tourist transport operators, etc.) and updates on documentary requirements, effectively requiring the enhancement and modification of the over-all application process flow of the Online Accreditation System.

To follow current DOT Standards and Guidelines, OTSR-SMED continues to work hand in hand with the IT Consultant to update the system functionalities in line with the revised regulations. The last contract for maintenance ended in December 2022.

## **B. PURPOSE/OBJECTIVES**

To ensure that the DOT Online Accreditation System remains to be an online platform for a smooth and hassle free processing of DOT Accreditation Applications, the Department is in need of the services of an IT Consultant who is capable of providing professional consultancy and information technology services for the **Enhancement of the existing DOT Online Accreditation System**.

The selected IT Consultant shall undertake the planning, development, maintenance and implementation of the said accreditation system in accordance with the following objectives:

- a. To enhance the current system's user interface, features and functionalities;
- b. To enhance the current system's safety and security features against unauthorized access and tampering of data and information;
- c. To revise the current system's process flow to conform with the Updated Progressive Accreditation System Guidelines;
- d. To provide Training for Regional Accreditation Personnel on the enhanced DOT Online Accreditation System.

## **C. MIMIMUM REQUIREMENTS FOR BIDDER**

1. Must be an Individual IT Consultant with at least five (5) years of continuous working experience with government and/or international agency as Consultant;
2. Must have successfully completed at least five (5) projects with at least two (2)
  - a. government agencies;
3. Must have experience in developing various types of online system with international agency/ies;
4. Must have previously developed an online mapping system;
5. Must have previously developed geo-tagging applications;
6. Must have previously developed statistical modelling system for forecasting;
7. Must have previously developed physical and financial monitoring system;
8. Must have previously developed community-based management information system;
9. Must at least be a Computer Science graduate;
10. Must be proficient in the following programming language: Java, PHP, .Net, Javascript, NodeJS, Visual Basic, C++, CSS, HTML, C#
11. Must be proficient in the following programming frameworks: JQuery, ReactJS, ReactNative, Bootstrap, AngularJS, Wordpress, Drupal, Joomla, Phalcon, Laravel, Coigniter, Yii2,
12. Must be proficient with the following mapping API: Google, Leaflet, QGIS; and

13. Must be willing to work with online payment provider/aggregator.

#### **D. SCOPE OF WORK**

##### **1. ENHANCEMENTS FOR THE DOT ONLINE ACCREDITATION SYSTEM**

- a. Adaptation of the present features and functionalities of the existing DOT Online Accreditation System with the enhancement of the following modules:
  - i. Landing Page
  - ii. Dashboard
  - iii. Documentary Requirements
  - iv. Revision of Application Forms
  - v. Search Tab
  - vi. Star Rating Checklist and Reporting
  - vii. Mid-cycle Application
  - viii. In-system Chat
  - ix. Online Payment Capability
  - x. E-mail Notification
  - xi. Accreditation Certificate Validity and QR Code
  - xii. Creation of additional DOT Accounts
  - xiii. Report Generation
  
- b. Deletion and modification of enterprise types
  - i. Deletion of the following enterprise:
    - Online Travel Agency
    - Motorized Banca
  
  - ii. Modification of the following enterprises:
    - Additional classification of MICE Venue
      - Meeting Room
      - Exhibition Venue
      - Event Venue
    - Tourist Water Transport
      - Recreational Boats
      - Passenger Vessel
  
- c. Revision of Accreditation Process Flow to include another level of Accreditation – Basic Accreditation.
  
- d. Enhancement of the DOT System Administrator Account. The DOT System Administrator Account shall adapt the existing features and functionalities with the following additional functions:

- i. Re-assignment of Applications
- ii. Troubleshooting of floating applications
- iii. Editing of System Generated Accreditation Certificates
- iv. Creation and deletion of enterprise types
- v. Editing of application forms

**E. CONTRACT PERIOD - 5 Months**

**F. BUDGET**

**Five Hundred Thousand Pesos Only (Php 500,000.00)**

**G. PAYMENT**

**1<sup>st</sup> Tranche 10%** - Inception Report, Data Gathering and System Requirements

**2<sup>nd</sup> Tranche 40%** - Revision of Accreditation Process Flow (Item c), Deletion and Modification of Enterprise Types (Item b) with User Acceptance Test

**3<sup>rd</sup> Tranche 30%** - Adaptation of the present features and functionalities of the existing DOT Online Accreditation System with the enhancement modules (Item a)

**4<sup>th</sup> Tranche 20%** - Enhancement of DOT System Administrator Account (Item d) with User Acceptance Test and Training for Regional Accreditation Personnel

**H. CONTACT PERSON**

Lexie Flores / Denise Anderson

Project Officers

459-5200 to 30 loc. 216

[onlineaccreditation@tourism.gov.ph](mailto:onlineaccreditation@tourism.gov.ph) / [smed@tourism.gov.ph](mailto:smed@tourism.gov.ph)

**Prepared by:**

**Approved by:**

**LEXIE DAY A. FLORES**

Project Officer

Standards Monitoring and

Enforcement Division

**VIRGILIO M. MAGUIGAD, EnP**

Director

Office of Tourism Standards

and Regulation